

HOUSE No. 4130

The Commonwealth of Massachusetts

By Ms. St. Fleur of Boston, for the committee on Consumer Protection and Professional Licensure, on House, No. 247, a Bill to establish a board of certification of community health workers (House, No. 4130). June 16, 2009.

An Act to establish a board of certification of community health workers .

FOR THE COMMITTEE:

NAME:	DISTRICT/ADDRESS:
Marie P. St. Fleur	5th Suffolk

PRIMARY SPONSOR OF HOUSE, NO. 247:

NAME:	DISTRICT/ADDRESS:
Gloria L. Fox	7th Suffolk

The Commonwealth of Massachusetts

In the Year Two Thousand and Nine

An Act to establish a board of certification of community health workers .

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 Pursuant to Section 110 of Chapter 58 of the Acts of 2006, which required the Massachusetts
2 Department of Public Health to conduct a workforce investigation and develop recommendations for a
3 sustainable Community Health Worker program for the Commonwealth and, specifically, required such
4 recommendations to promote 1) public and private partnerships to improve access to care, eliminate
5 disparities, increase the use of primary care, and reduce inappropriate hospital emergency room use, and
6 2) stronger workforce development, including a training curriculum and certification program to insure
7 high standards, cultural competency, and quality of services, Massachusetts General Laws are hereby
8 amended as follows:

9
10 **SECTION 1.** Section 9 of chapter 13 of the General Laws, as appearing in the 2006 Official Edition and
11 as amended by Sections 21, 22, 72, and 73 of Chapter 451 of the Acts of 2008, is hereby amended by
12 inserting after the word “counselors”, in line [insert line number], the following words:- the board of
13 certification of community health workers.

14 **SECTION 2.** Said chapter 13, as so appearing and as so amended, is hereby further amended by adding,
15 after section 105, the following three sections:-

16 Section 106. There shall be a board of certification of community health workers, called the board in
17 sections 106 to 108 of chapter 13 and in sections 259 to 262 of chapter 112, consisting of 11 members
18 who shall be residents of the commonwealth, one of whom shall be the commissioner of public health or
19 his or her designee, who shall serve as chairman of the board, and ten of whom shall to be appointed by
20 the governor. Of the appointed members of the board, six shall be appointed to ensure representation of
21 all six geographic regions of the executive office of health and human services and shall include no fewer

22 than four community health workers selected from recommendations offered by the Massachusetts
23 Association of Community Health Workers; one shall represent a community health worker training
24 organization; one shall represent the Massachusetts Public Health Association; one shall represent the
25 Massachusetts Association of Health Plans; one shall represent the Massachusetts League of Community
26 Health Centers; one shall represent a community-based community health worker employer; and one shall
27 represent the public, subject to the provisions of section 9B of chapter 13, and shall be familiar with
28 community health worker services. Board members appointed to the first board as community health
29 workers shall be persons who are eligible for board certification as community health workers and shall
30 be so certified within a time frame specified in regulations promulgated by the board governing such
31 certification.

32 The term of office of each appointed member of the board shall be three years, except that of the
33 appointed members of the first board, three members shall be appointed for terms of one year, three
34 members for terms of two years, and three for terms of three years. At least one member who is a
35 community health worker shall be appointed for the initial term of three full

36

37 years. No member shall be appointed to more than two consecutive full terms; provided, however, a
38 member appointed for less than a full term may serve two full terms in addition to such part of a full term,
39 and a former member shall again be eligible for appointment after a lapse of one or more years. Upon the
40 expiration of his or her term of office, a member of the board shall continue to serve until the appointment
41 of a successor. Any member of the board may be removed by the governor for neglect of duty,
42 misconduct, malfeasance, or misfeasance in office after being given a written statement of the charges
43 against him or her and sufficient opportunity to be heard thereon. Upon the death, resignation or removal
44 for cause of any member of the board, the governor shall fill the vacancy for the remainder of that
45 member's term.

46 Section 107. The board shall meet at least quarterly or more often upon the call of the chairman at such
47 times and places as the chairman shall designate. The board shall, at its first meeting and annually
48 thereafter, elect from among its members a vice-chairman and a secretary. Such officers shall serve until
49 their successors are elected and qualified. A quorum of the board shall consist of a majority of the
50 members. The board shall keep records and minutes as are necessary to carry out its duties and as
51 otherwise required by law. Board members shall serve without compensation, but shall be reimbursed for
52 actual and reasonable expenses incurred in the performance of their official duties. The board shall be
53 supported with a director, administrative assistant, and such other professional staff and operating
54 expenses as are required to discharge its duties.

55 Section 108. In addition to those powers and duties set forth in sections 106 and 107 of chapter 13, the
56 board shall have the following powers and duties:

57 (a) to develop and administer a program for certification of community health workers , and to
58 establish education, training, experience, and other qualifications for such certification, application
59 requirements, and standards for practice as a certified community health worker in the commonwealth;

60 (b) to set standards and requirements for the establishment, board evaluation, and board approval or
61 board acceptance of community health worker education and training programs in the commonwealth, the
62 successful completion of which shall make individuals and community health workers eligible to apply to
63 the board for certification as a community health worker;

64 (c) to set standards and requirements for approval or acceptance of continuing education courses and
65 programs as the board may require for the biennial renewal of a community health worker certificate
66 previously issued by the board;

67 c) to set standards and requirements for approval or acceptance of continuing education courses and
68 programs as the board may require for the biennial renewal of a community health worker certificate
69 previously issued by the board;

70 (d) to establish minimum education, training, experience, and other qualifications that a certified
71 community health worker must possess in order to qualify as a trainer in any education, training, or
72 continuing education program for community health workers approved or accepted by the board;

73 (e) to establish a means to acknowledge, document, and assess relevant education, training, experience,
74 mastery of core competencies, or other qualifications acquired by community health workers practicing in
75 the commonwealth before enactment of the community health worker certification provisions of sections
76 106 to 108 of chapter 13 and sections 259 to 262 of chapter 112 for purposes of certification without
77 completion of a community health worker education and training program approved or accepted by the
78 board;

79 (f) to establish and implement procedures for receipt, review, and action upon applications for
80 certification as a community health worker and the biennial renewal of such certification, for which the
81 board may require documentation of completion of continuing education, and the issuance of certificates
82 of competency to practice as a community health worker;

83 (g) be authorized to make, adopt, amend, repeal, and enforce such rules and regulations consistent with
84 law as it deems necessary for the protection of the public health, safety, and welfare and for proper
85 administration and enforcement of its responsibilities;

86 (h) to collect reasonable fees established pursuant to the provisions of section 3B of chapter 7 and to
87 deposit such fees into the Quality in Health Professions Trust Fund pursuant to section 35X of chapter 10
88 to support board operations and administration;

89 (i) to identify and adopt a certification examination or other means to assess community health worker
90 competency in connection with board certification, should the board determine that such examination
91 would enhance the advancement of the practice and profession of community health workers;

92 (j) to establish tiered classes or levels of practice as a certified community health worker and certification
93 requirements for each established class or level, including a class or level which qualifies a board-
94 certified community health worker to act as a trainer in an education, training, or continuing education
95 program approved or accepted by the board, for the purpose of enhancing career advancement as such

96 tiered classes or levels of practice may be determined necessary by the board for that purpose following
97 study and assessment by the board, with the assistance and advice of interested parties;

98 (k) to certify as a community health worker an applicant who has been duly certified as a community
99 health worker under the laws of a state, territory or commonwealth of the United States or the District of
100 Columbia where the requirements for certification are, in the opinion of the board, equivalent to those in
101 the commonwealth for community health workers and such

102

103 applicant submits documentation satisfactory to the board of such certification and the requirements
104 therefor;

105 (l) to establish grounds for complaints related to the practice of community health workers and to
106 establish and implement procedures for the review, investigation, and resolution of such complaints;

107 (m) to establish the disciplinary actions available to the board in connection with complaint resolution,
108 which may include: a fine; the censure, suspension, revocation or denial of a certificate issued by the
109 board; denial of certificate renewal; placing a certificate on probation; or issuing a reprimand to the
110 certificate holder; or some combination of the foregoing; and to discipline certificate holders in
111 accordance with procedures established by the board that shall conform with chapter 30A and the
112 Standard Adjudicatory Rules of Practice and Procedure, 801 CMR 1.01 *et seq.*;

113 (n) to perform such other functions and duties as may be required to carry out this section.

114 **SECTION 3.** Chapter 112 of the General Laws, as appearing in the 2006 Official Edition and as
115 amended by Sections 21, 22, 72, and 73 of Chapter 451 of the Acts of 2008, is hereby amended by
116 adding, after section 258, the following four sections:-

117 Section 259. The following words as used in sections two 259 to 262, inclusive, unless the context
118 otherwise requires, shall have the following meanings:-

119 "Board-approved education and training program", a training and education program for community
120 health workers that meets standards established by the board for such education and training, the
121 successful completion of which shall make individuals and community health workers eligible to apply to
122 the board for certification as a community health worker.

123 "Certificate", the document issued by the board to qualified applicants for certification as a community
124 health worker that indicates that its holder has met specified competency requirements to practice as a
125 certified community health worker as established by the board.

126 "Certification", the voluntary process by which an agency grants recognition and use of a credential to
127 individuals who have met predetermined and standardized requirements. Certifying agencies may require
128 individuals to be periodically recertified.

129 "Certified community health worker", a community health worker to whom the board has duly issued a
130 certificate of competency to practice as a certified community health worker.

131

132 "Community health worker", a public health worker who applies his or her unique understanding of the
133 experience, language, and/or culture of the populations he or she serves through one or more of the
134 following roles:

135

136 a) Providing culturally appropriate health education, information, and outreach in community-
137 based settings, such as homes, schools, clinics, shelters, local businesses, and community centers;

138 b) bridging/culturally mediating between individuals, communities, and health and human services,
139 including actively building individual and community capacity;

140 c) assuring that community members access the services they need;

141 d) providing direct services, such as informal counseling, social support, care coordination, and health
142 screenings; and

143 e) advocating for individual and community needs.

144

145 The board may identify additional roles that may emerge in the development of community health worker
146 practice.

147

148 Community health workers are distinguished from other health professionals in that they:

149 (a) are employed primarily for their understanding of, and connection with, the populations and
150 communities they serve;

151 (b) conduct outreach during a significant portion of the time they provide services through one or more of
152 the roles set forth in this section; and

153 (c) have experience providing services in community settings.

154

155 "Core competencies", a set of overlapping and mutually reinforcing skills and knowledge essential
156 for effective community health work in core areas that include, but are not limited to:

157 (a) outreach methods and strategies;

158 (b) client and community assessment;

- 159 (c) effective communication;
- 160 (d) culturally based communication and care;
- 161 (e) health education for behavior change;
- 162 (f) support, advocate and coordinate care for clients;
- 163 (g) application of public health concepts and approaches;
- 164 (h) community capacity building; and
- 165 (i) writing and technical communication skills.

166 "Practice as a community health worker", use by a community health worker of the education, training,
167 and experience in the community health worker core competencies to effectively provide services to the
168 communities and populations he or she serves through one or more of the roles set forth in this section.

169 **-6-**

170 Section 260. An application for certification as a community health worker shall be made on forms
171 approved by the board, signed under the pains and penalties of perjury by the person certifying the
172 information contained therein, and accompanied by the required fee. The fee for certification shall be
173 determined by the secretary of administration and finance pursuant to section 3B of chapter 7. An
174 applicant for certification as a community health worker shall furnish satisfactory proof that he or she is at
175 least 18 years old, is of good moral character, and has met all the education, training, and experience
176 requirements and qualifications as established by the board. Each certificate holder shall carry board-
177 issued documentation of such certification, which shall be presented for view upon request in connection
178 with practice as a certified community health worker.

179 Each certificate issued by the board shall be valid for two years and, if its holder desires to continue to use
180 the title "certified community health worker" or to represent himself or herself in any other way that he or
181 she is so certified by the board, shall be timely renewed in accordance with procedures established by the
182 board. Each renewal application submitted to the board shall be accompanied by a fee as determined by
183 the secretary of administration and finance pursuant to section 3B of chapter 7.

184 Section 261. The title "certified community health worker" shall only be used by individuals who
185 have met the requirements and qualifications for certification as a community health worker as
186 established by the board and have been duly certified by the board. The use by any person not so certified
187 of any words, letters, abbreviations or insignia indicating or implying a person holds a certificate issued
188 by the board shall be in violation of this section for which the board may issue a cease and desist order
189 and seek additional appropriate legal remedies.

190 Nothing in this section shall permit a certified community health worker to engage in or perform any act
191 or service for which a license issued by a professional licensing board is required. Nothing in this section
192 shall be construed to prevent or restrict the practice, service or activities of any person licensed, certified,

193 or registered in the commonwealth under any laws other than board of certification of community health
194 worker laws from engaging in activities within the scope of practice of the profession or occupation for
195 which he or she is licensed, provided that he or she does not represent to the public, directly or indirectly,
196 that he or she is certified under section 260 of chapter 112, and that he or she does not use any name, title,
197 or designation indicating that the person is certified under such section.

198 Section 262. No person filing a complaint alleging a violation of the laws or regulations of the board, or
199 reporting information pursuant to such laws or regulations, or assisting the board at its request in any
200 manner in discharging its duties and functions, shall be liable in any cause of action arising out of the
201 board's receipt of such information or assistance, provided the person making the complaint or reporting
202 or providing such information or assistance does so in good faith and without malice.

203 -7-

204 **SECTION 4.** Sections 1, 2 and 3 shall take effect eighteen months after enactment.