

THE COMMONWEALTH OF MASSACHUSETTS

BOARD OF CERTIFICATION OF COMMUNITY HEALTH WORKERS

**THIS AGENDA CONSTITUTES NOTICE OF THE REGULARLY SCHEDULED
MEETING OF THE
BOARD OF CERTIFICATION OF COMMUNITY HEALTH WORKERS
IN COMPLIANCE WITH THE OPEN MEETING LAW, G.L. c. 30A, § 20**

Tuesday, December 4, 2012
9 a.m. – 1 p.m.
239 Causeway Street – 4th floor, Room 417A & B
Boston, MA 02114

Agenda

- I. Call to Order
- II. Welcome and Introductions
- III. Approval of Agenda
- IV. Approval of Minutes
 - A. November 6, 2012 Regularly Scheduled Meeting
- V. Community Health Worker Presentations
 - A. Henrique Oliveira, CHW, Member, Board of Certification of Community Health Workers
 - B. Carla Caraballo, CHW, Home Health Assessment Worker, Lowell Community Health Center
 - C. Lisa Renée Holderby-Fox, CHW, Executive Director, Massachusetts Association of Community Health Workers (MACHW)
 - D. Marilyn Gardner, RN, Clinical Liaison, Women's Health Network Care Coordination Program, MA Department of Public Health: "Building Bridges, Expanding Care" (video)
- VI. Other Business/Announcements
- VII. Adjourn

COMMONWEALTH OF MASSACHUSETTS
BOARD OF CERTIFICATION OF COMMUNITY HEALTH WORKERS

BOARD MEETING MINUTES

Tuesday, December 4, 2012

9 a.m. - 1 p.m.

239 Causeway Street

Room 417

Boston, MA 02114

Board Members

Present:

Geoffrey Wilkinson, Chair, Senior Policy Advisor, Commissioner's Office

DPH

Pamela Siren, Vice-Chair, MA Association of Health Plans (MAHP),
Member

Henrique Oliveira, Secretary, CHW Member

Charles Joffe-Halpern, CHW Employer Member

Patricia Edraos, MA League of Community Health Centers (MLCHC) Member
(arrived at 9:11 a.m.)

Sheila Och, CHW Member

Joanne Calista, CHW Training Organization Member

Staff Present:

Sally Graham, Board Executive Director, DHPL

Anson Chu, Administrative Assistant, Multi-Boards, DHPL

Joel Kanter, Interim Director, DPHL

Nancy Murphy, Policy Analyst, Division of Health Care Quality, DPH

Gail Hirsch, Director, Office of Community Health Workers, DPH

Michael Coughlin, Commissioner's Office, DPH

Staff Not Present:

Joelle Stein, Board Counsel, Office of General Counsel, DPH

Guests:

Carla Caraballo, CHW, Home Health Assessment Worker, Lowell
Community Health Center

Lisa Renée Holderby-Fox, CHW, Executive Director, Massachusetts
Association of Community Health Workers (MACHW)

Marilyn Gardner, RN, Clinical Liaison, Women's Health Network Care
Coordination Program, MA Department of Public Health

Visitors:

Members of the Public

I. Call to Order

Mr. Wilkinson, Board Chair, called the meeting to order at 9:05 a.m.

II. Welcome and Introductions

Mr. Wilkinson provided a brief overview of the Agenda and invited Board members, DPH staff and members of the public in attendance to introduce themselves.

III. Approval of Board Meeting Agenda

The Agenda was reviewed. Mr. Joffe-Halpern made a motion to approve the Agenda as presented; Ms. Siren seconded the motion. The motion passed unanimously.

Document: December 4, 2012 Board Meeting Agenda

IV. Approval of Minutes

A. Minutes of the Regularly Scheduled Board Meeting: November 6, 2012

The Minutes of the November 6, 2012 Regularly Scheduled Board Meeting were reviewed. Mr. Joffe-Halpern made a motion to approve the Minutes as amended; Ms. Siren seconded the motion. The motion passed with Mr. Wilkinson, Ms. Siren, Mr. Oliveira, Mr. Joffe-Halpern, Ms. Edraos, and Ms. Och voting in favor. Ms. Calista did not vote as she was not present at the November 6, 2012 meeting.

Document: Minutes of the November 6, 2012 Regularly Scheduled Board Meeting

V. Community Health Worker Presentations

A. Henrique Oliveira, CHW, Member, Board of Certification of Community Health Workers

Mr. Oliveira presented a case study to illustrate his work as a Community Health Worker. Information gathering, research, analysis, and patient interventions and patient outcomes were among the topics discussed. Mr. Oliveira emphasized that Community Health Workers need consistent supervision and strategies to address high stress levels.

Document: Slide presentation on "*Case Presentation – CHW Enhancement of Model*"

B. Carla Caraballo, CHW, Home Health Assessment Worker, Lowell Community Health Center

Ms. Caraballo presented an overview of her work as a Community Health Worker. She described how she became a Community Health Worker and provided descriptions of the broad array of programs and families she has worked with and the outreach, assessment, education and support she has provided. Ms. Caraballo described several situations where negotiation skills were useful to achieving a positive outcome. She stressed the importance of organizational and programmatic support for the work of Community Health Workers.

C. Lisa Renée Holderby-Fox, CHW, Executive Director, Massachusetts Association of Community Health Workers (MACHW)

Ms. Holderby-Fox presented an overview of her work as a Community Health Worker in settings other than direct health care. She provided insight into the training

and skills that are needed for a Community Health Worker to be effective. Ms. Holderby-Fox suggested that Community Health Workers need to be flexible and creative in order to make the necessary connections for clients and communities. She underlined the importance of personal safety and the need for Community Health Workers to know when to call upon additional resources.

D. Marilyn Gardner, RN, Clinical Liaison, Women's Health Network Care Coordination Program, MA Department of Public Health: "Building Bridges, Expanding Care" (video)

Ms. Gardner presented the video "Building Bridges, Expanding Care" that was produced for the Women's Health Network Care Coordination Program. The video features community health workers and health care providers talking about the work of Community Health Workers and the critical link they provide between the health care system and patients. Ms. Gardner informed Board members that copies of the video are available for use in training and education.

Document: DVD video presentation on "*Building Bridges, Expanding Care*"

Following the presentations, there was an informative discussion among Board members and members of the public. The Chair reminded the group that the responsibility of the Board is to establish certification requirements for CHWs and training requirements for educational entities. When the regulations are promulgated, the Board will hold informational sessions with stakeholder organizations and other interested parties.

[BREAK 11:06 a.m. – 11:19 a.m.]

VI. Other Business/Announcements

Mr. Wilkinson provided Board members with an update of the Advisory Workgroup meeting held on November 28, 2012. He also noted that the nominations for the remaining four Board members to be appointed to the Board are in process.

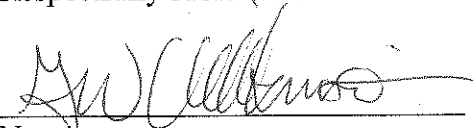

VII. Adjourn

There being no other business before the Board, Ms. Calista made a motion to adjourn the meeting; Mr. Joffe-Halpern and Ms. Edraos seconded the motion. The motion passed unanimously.

The meeting adjourned at 12:00 p.m.

The next meeting of the Board of Certification of Community Health Workers is scheduled for Tuesday, January 15, 2013, at 9 a.m. at 239 Causeway Street, Boston, Massachusetts.

Respectfully submitted:

		3-12-13
Name	Position	Date