

272 CMR 4.00: CERTIFICATION AS A COMMUNITY HEALTH WORKER

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4.01: Purpose

The purpose of 272 CMR 4.00 is to specify the qualifications for Certified Community Health Workers and the process for obtaining and renewing such certification.

4.02: Certified Community Health Worker Qualifications

To qualify for a certificate as a Community Health Worker, an individual must meet the following criteria:

- (1) The individual must be at 18 years of age or older;
- (2) The individual must be of Good Moral Character; and
- (3) The individual must satisfy the following criteria for training and work experience.
  - (a) Successful completion of a Board-approved Community Health Worker Education and Training Program, and accumulation of 2000 hours of professional work experience as a Community Health Worker whose documented job duties include each of the ten core competencies during the ten years immediately prior to his or her application; or
  - (b) For a five year period, starting on June 29, 2018 and ending on July 31, 2023, accumulation of 4000 hours of professional work experience as a Community Health Worker whose documented job duties include each of the ten core competencies during the ten years immediately prior to his or her application.
- (4) Each reference must rate the Applicant in at least eight (of ten) Core Competencies (N/A does not count as a rating). When the Board reviews the references, it will be necessary for the Applicant to have received at least one rating of competency in each of the ten Core Competencies.

The individual must be deemed competent in each of the ten core competencies, by at least three individuals who agree to submit professional references directly to the Board and meet the following criteria:

- (a) At least three professional references must be provided by individuals who have direct knowledge of the applicant's work experience as a community health worker;
- (b) At least one professional reference must be provided by an individual who is a current or former supervisor of the applicant while the applicant was working as a community health worker at a setting within the United States;
- (c) At least two professional references must be based on work experience in the United States; and
- (d) Professional references may not be provided by an individual who is a family member of the applicant or current or former client of the applicant in the applicant's capacity as a Community Health Worker.

4.03: Initial Certification as a Community Health Worker

- (1) The Board will consider an application for certification as a Community Health Worker, provided that the applicant has submitted a complete application on a form specified by the Board, and provided that the Board has also received:
  - (a) A certificate of completion from a Board-approved Community Health Worker Education and Training Program, unless the applicant has submitted an application prior to July 31, 2023 and meets the criteria at 272 CMR 4.02(3)(b);

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(b) At least three professional references prepared on a form specified by the Board for this purpose, that must be completed with no omissions, signed and submitted directly to the Board by persons who satisfy the criteria at 272 CMR 4.02(4).

1. Each reference form must include a rating other than “not-applicable” for at least eight of the ten core competencies; and

2. The combination of all three reference forms must include a rating other than “not-applicable” for all ten core-competencies.

(c) An attestation that the applicant has read and understands the Board’s regulations at 272 CMR 8.00: *Professional and Ethical Standards of Conduct for Certified Community Health Workers*;

(d) A passport size color photograph of the applicant;

(e) Documentation as may be necessary pursuant to 803 CMR 2.00: *Criminal Offender Record Information (CORI)* to authorize the Board’s receipt of criminal offender record information to the extent allowed by law;

(f) Payment of a non-refundable application fee in the amount set by the Executive Office of Administration and Finance; unless waived in accordance with M.G.L.c. 112, § 1B; and

(g) Other documentation as the Board may require to determine whether the applicant qualifies for certification.

(2) Processing of Applications

(a) The Board will not review any materials intended to support an application for certification as a Community Health Worker unless the applicant has submitted a complete application.

(b) The Board may refuse to act on an incomplete application.

(c) Incomplete application forms shall expire one year from the date of the Board’s receipt of the form. The Board may refuse to act on an expired application and may require that the applicant submit a new application.

(d) Applicants are responsible for ensuring that all information in the application is accurate and up to date and shall notify the Board of any material changes in the information previously submitted; and

(e) The Board may require the applicant to submit additional documentation, or appear before it, or both, in order to determine whether the applicant meets all qualifications and is of Good Moral Character.

(3) The Board may issue a certification to the applicant provided that the Board determines that the applicant is 18 years of age or older, of Good Moral Character and meets all qualifications set forth in M.G.L. c. 112, § 260 and 272 CMR. The Board may deny certification to an applicant on one or more of the following grounds:

(a) The Board cannot verify to its satisfaction that the applicant meets all qualifications for certification;

(b) The Board cannot verify to its satisfaction, based on the professional references submitted, that the applicant’s work experience includes successful application of each of the ten core competencies;

(c) The Board determines that the applicant is not of Good Moral Character;

(d) The applicant has not complied with the Board’s request(s) for additional information, or that the applicant appear before it, or both;

(e) The application contains factual inaccuracies that are material in nature;

(f) The applicant has not submitted valid payment of the application fee; or

(g) Other grounds as permitted by law.

4.04: Renewal of Certificates

(1) Renewal Cycle and Expiration. A certificate issued pursuant to 272 CMR 4.03 shall be valid for a two year period commencing with the date of initial issuance. Unless renewed in accordance with 272 CMR 4.04, an initial certificate shall expire on July 31<sup>st</sup> of the odd numbered years.

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(2) Renewal of a Current Certificate. A Certified Community Health Worker who holds a current certificate and has completed all continuing education requirements for renewal of certificates pursuant to 272 CMR 7.02: *Continuing Education Requirements for Renewal of Certificates* may apply to renew such certificate by submitting a complete application on a form specified by the Board, and the following items:

- (a) Documentation as may be required pursuant to 803 CMR 2.00: *Criminal Offender Record Information (CORI)* to authorize the Board's receipt of criminal offender record information to the extent allowed by law; and
- (b) Payment of a non-refundable renewal fee in the amount set by the Executive Office of Administration and Finance; unless waived in accordance with M.G.L. c. 112, § 1B.

(3) Renewal of an Expired Certificate. A Certified Community Health Worker who holds an expired certificate and has completed all continuing education requirements for renewal of certificates pursuant to 272 CMR 7.02: *Continuing Education Requirements for Renewal of Certificates* may apply to renew such certificate by submitting a complete application on a form specified by the Board, and the following items:

- (a) Documentation as may be required pursuant to 803 CMR 2.00: *Criminal Offender Record Information (CORI)* to authorize the Board's receipt of criminal offender record information to the extent allowed by law;
- (b) Copies of certificates of completion or equivalent documentation acceptable to the Board demonstrating compliance with 272 CMR 7.02 (1)(b), if applicable;
- (c) Payment of a non-refundable renewal fee in the amount set by the Executive Office of Administration and Finance unless waived in accordance with M.G.L. c. 112, § 1B; and
- (d) Payment of a non-refundable late fee in the amount set by the board, and the Executive Office of Administration and Finance, unless waived in accordance with M.G.L. c. 112, § 1B.

(4) The Board may require a renewal applicant to submit additional documentation, or appear before it, or both, in order to determine whether the applicant meets all qualifications and is of good moral character.

(5) The Board may deny certificate renewal on the following grounds:

- (a) The Board cannot verify to its satisfaction that the applicant meets all qualifications for renewal;
- (b) The Board determines that the applicant is not of good moral character;
- (c) The applicant has not complied with the Board's request(s) for additional information, or that the applicant appear before it, or both;
- (d) The application contains factual inaccuracies that are material in nature;
- (e) The applicant has not submitted valid payment of the renewal fee, or, where applicable, the late fee, or both; or
- (f) Other grounds as permitted by law.

(6) The Board will not act upon incomplete renewal application forms.

(7) Nothing in 272 CMR 4.04 shall supersede the effect of Board action against a certificate pursuant to 272 CMR 9.00: *Investigations, Complaints and Board Actions*.

#### 4.05: Retirement of Certificate

(1) A Certified Community Health Worker who meets the eligibility requirements in 272 CMR 4.05(2) may submit a petition to the Board to request that his or her certificate be placed on retired status. A retired status is a nondisciplinary certificate status. The Board may decline to review any petition for reinstatement or return to current status from any Certified Community Health Worker whose status has been changed to retired status.

(2) A Certified Community Health Worker will be eligible to submit a petition for retired status, if her or she:

- (a) Has a certificate that is not surrendered, suspended or revoked at the time of the petition;

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(b) Demonstrates, to the Board's satisfaction, that he or she intends to permanently retire from active practice as a Certified Community Health Worker;

(3) A Certified Community Health Worker with a retired status may not represent himself or herself as a Certified Community Health Worker.

(4) Nothing in 272 CMR 4.05 shall prevent the Board from initiating, pursuing or taking a disciplinary action against a Certified Community Health Worker whose certificate is in retired status, including an action that imposes discipline or changes the certificate status from retired to revoked or suspended, if the Board determines that such action is in the best interests of public health, safety or welfare.

REGULATORY AUTHORITY

272 CMR 4.00: M.G.L. c. 13, § 108; M.G.L. c. 112, §§ 260 through 261