

**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, M.G.L. c. 30A, § 20**

**Tuesday, April 11, 2017  
9:30 a.m.**

**239 Causeway Street ~ 4<sup>th</sup> Floor ~ Room 417 A&B  
Boston, Massachusetts 02114**

**Agenda**

<b>Time</b>	<b>Item #</b>	<b>Item</b>	<b>Exhibits</b>	<b>Staff Contact</b>
09:30 a.m.	I	Call to Order & Introductions Determination of Quorum Notice of Electronic Recording		Board Chair
	II	Approval of Agenda	Draft Agenda	Board Chair
	III	Conflict of Interest		Board Chair
	IV	Approval of Minutes: March 23, 2017	Draft Minutes	Board Chair
	V	Regulatory Update		
	VI	<u>Presentation</u> A. Jackie Toledo: CHWs Speak Up about CHW Application Draft		
	VII	<u>CHW Education &amp; Training Program Application</u> A. Criteria for Review of Application B. Process for Application Review C. Provisional v. Full Approval Chart	Draft Applications	GH RC Board Chair
	VIII	<u>Flex Session</u> A. Announcements B. Topics for next agenda		RC
1:00 p.m.	IX	Adjournment: Next meeting scheduled for May 9, 2017.		Board Chair

**COMMONWEALTH OF MASSACHUSETTS**

**BOARD OF CERTIFICATION OF COMMUNITY HEALTH WORKERS**

**BOARD MEETING MINUTES**

Tuesday, April 11, 2017  
9:30 a.m.  
239 Causeway Street  
Room 417  
Boston, MA 02114

Board Members

Present:

Jean Zotter, DPH, Chair  
Joanne Calista, Community Health Worker Training Organization,  
Representative  
Peggy Hogarty, Massachusetts Public Health Association  
Representative  
Patricia Edraos, Massachusetts League of Community Health  
Centers (MLCHC), Representative  
Sheila Och, Community Health Worker  
Henrique O. Schmidt, Community Health Worker, Secretary  
Steven Bucchianeri, Massachusetts Association of Health Plans  
Representative  
Catherine Bourassa, Community-Based CHW Employer  
Denise Lau, Public Member

Board Members

Not Present:

Maritza Smidy, Community Health Worker

Staff Present:

Roberlyne Cherfils, Executive Director, BHPL  
Philip Beattie, Assistant Executive Director, BHPL  
Rebecca Ferullo, Office Support Specialist I, BHPL  
Mary Strachan, Board Counsel, DPH  
Vita Berg, Office of the General Counsel, DPH  
Gail Hirsch, Office of Community Health Workers, DPH  
Erica Guimaraes, Office of Community Health Workers, DPH

Visitors:

None

I. Call to Order and Determination of Quorum

A quorum of the Board was present. Ms. Zotter, Board Chair, called the meeting to order at 9:44 a.m.

Ms. Zotter invited Board Members, DPH staff, and Public Members in attendance to introduce themselves. Quorum established.

II. Approval of Board Meeting Agenda  
The Meeting Agenda was reviewed.

DISCUSSION: None

ACTION: Ms. Zotter made a motion to approve the agenda as presented; Ms. Lau seconded the motion. The motion passed unanimously.

Document: April 11, 2017 Board Meeting Agenda

III. Conflict of Interest  
Ms. Cherfils asked board members if there were any conflicts of interest in the agenda.

DISCUSSION: Board members stated there were no conflicts of interest.

ACTION: None

Document: None

IV. Approval of March 23, 2017 Regularly Scheduled Meeting Minutes  
The Minutes of the March 23, 2017 Regularly Scheduled Board Meeting were reviewed.

DISCUSSION: “Ms. Strachan” should be corrected to “Ms. Smidy” throughout the document. Ms. Lau noted that the date of the next meeting on the bottom of the last page should be corrected.

ACTION: Ms. Calista made a motion to approve the minutes as amended; Ms. Och seconded the motion. The motion passed unanimously.

Document: Draft Minutes

V. Regulatory Update  
Ms. Cherfils informed Board members that the public hearing notifications will be posted to the website on April 21<sup>st</sup> and the link will be sent to Board members. Ms. Strachan reminded Board members that should they attend any of the hearings, Board members are there to listen and not to answer questions or respond to the public’s comments.

DISCUSSION: Ms. Zotter reviewed the timeline of what tasks still need to be accomplished before the regulations are promulgated. She stated she was hopeful this would happen as early as October, and informed other Board members that a presenter would be coming in May to discuss predatory practices of schools/lenders to help Board members decide on draft criteria and continue moving forward. Ms. Hogarty stated that she found the timeline helpful.

ACTION: None

VI. Presentation

A. Jackie Toledo: CHWs Speak Up about CHW Application Draft

Ms. Toledo had taken the Draft Individual Application to MACHW for pilot testing. She shared a PowerPoint presentation of her findings after surveying those CHWs who tested the application. Most of the testers found the application to be complicated and ask for too much information. Specifically, there were issues with professional references, verifications of other licenses, and social security numbers, as well as the CORI. Testers explained that most employers do not allow supervisors to write references, only HR can release the employees name and job title with that dates they were employed. The types of licenses and certifications the Board would like verified was also unclear to testers. Many of them wanted to know why their social security numbers were required and why they are shared with the Dept. of Revenue, and what happens with their personal information. Most testers still believe a positive CORI will automatically disqualify them from licensure and do not want it included, and many were upset by the GMC questions. Testers were also concerned that requirements such as notarization will increase the cost of applying, as well as the fact that the application is not available in other languages.

DISCUSSION: Ms. Hogarty noted that some information, such as the social security number for tax purposes, is necessary and not under the control of the Board. She would like that to be clear on the application. Ms. Edraos pointed out that if a person has an issue with applying or the requirements, certification is not required and they may still work. Ms. Zotter suggested adding an introduction to the GMC question section to clarify why the questions are asked and that they do not disqualify automatically. Ms. Edraos stated it is important to educate people that most of these requirements are the same across all the licensing boards, and there are free notaries available usually at banks. Ms. Zotter reviewed information related to the application which Board members would like to discuss at the next meeting, including translation, references, license verifications, CORI, notaries, and certification vs licensure.

ACTION: None

11:20am Break, 11:31am Return

## VII. CHW Education & Training Program Application

### A. Criteria for Review of Application

Board members reviewed the revised draft criteria for reviewing training program applications.

DISCUSSION: Ms. Zotter reviewed the previous changes made and stated she was still concerned about predatory lending. She stated that there are new regulations related to this by the Division of Professional Licensure and there will be a presentation at the next meeting. The online training component discussion is also on hold until more information is gathered.

In domain 1, Ms. Lau suggested adding “belief” to number 3.

In domain 2, Ms. Och pointed out that the board members should choose either “trainers” or “faculty” or “instructors” throughout the document to be consistent. Numbers 5 and 6 should be switched, and number 7 should be defined. Item B3 should be changed to “instructional hours.” Ms. Edraos stated she believes number 5 could be a sub-bullet of number 1. Ms. Lau would like to see a reference to core values made in the definition/opening of A & B. Ms. Hogarty stated the term “faculty” is usually a college term and feels both “faculty” and “trainers” should be kept throughout the document.

In domain 3, Ms. Hogarty asked what B1 “program-sponsored financing” means. Ms. Zotter replied that it referred to the predatory practices discussion and transparency. Board members will return to it at the next meeting. Ms. Och suggested changing “sustain” to “support” in A3. Board members agreed to the change. Ms. Och would also like the sentences in A3 separated into separate bullets and clarify A4. Ms. Zotter responded that A4 was intentionally left broad to allow board discretion. In C2, “(s)” will be added to “location.”

In domain 4, Ms. Strachan asked who would recommend the methodologies mentioned in A. Ms. Zotter responded that as it’s an emerging field, whoever the experts are at the time. Ms. Hogarty noted that there are no specific methodologies at this time and only recommendations, mostly that testing beyond written exams are best. Ms. Och stated that while there are ideals, not all programs will be able to afford or create evaluations such as role play. She would like open language that does not create more barriers, requiring sound evaluations using relevant methodologies. Board members agree with the language “incorporates relevant methodologies” and like the broadness of it. Board members discussed the differences between written exams and worksheets to prove documentation skills, and if there should be specific limitations to the types of exams allowed. Board members agree that there should not be limitations to begin so they may see what methods are submitted and then determine if changes should be made to the requirements in the future. Board members discussed rearranging language to separate student evaluation and program evaluation and how to be clear on what is required. Ms. Cherfils suggested including only a

reference to the regulations, which would eliminate repetition and forces applicants to seek out and read the regulations; board members agreed. Ms. Lau asked from what date programs would need to keep records for ten years. Ms. Strachan responded it would be the graduation date. Ms. Zotter stated number 2 would be removed. Changes will be made and an updated draft will be presented to the board at the next meeting.

Ms. Strachan asked if programs should be tracking the employment of their graduates. Ms. Calista replied that controlling such tracking may be beyond the ability of the Board. Ms. Hogarty added that as many CHWs work on grants, employment can easily fluctuate and could affect results. Ms. Cherfils suggested adding a survey at renewal, as many other boards do, if the Board would like to see such information. Ms. Och reminded board members that they can consider other ways of evaluating a program's success besides employment.

ACTION: None

Document: Draft Criteria

VIII. Flex Session

A. Topics for Next Meeting

DISCUSSION: Ms. Zotter stated any agenda items not addressed will be added to next month's agenda.

ACTION: None



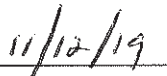
Document: None

IX. Adjourn

There being no other business before the Board, Ms. Zotter made a motion to adjourn the meeting. Ms. Calista seconded the motion. The motion passed unanimously. The meeting adjourned at 12:51 pm.

The next meeting of the Board of Certification of Community Health Workers is scheduled for Tuesday, May 9, 2017, at 9:30 a.m. at 239 Causeway Street, Boston, Massachusetts.

Respectfully submitted:

		
Name	Position	Date