

COMMONWEALTH OF MASSACHUSETTS BOARD OF CERTIFICATION OF
COMMUNITY HEALTH WORKERS BOARD MEETING

250 Washington Street
Boston, Ma 02108
August 16, 2022 VIA WebEx

(OPEN SESSION) MINUTES

Board Members

Present:

Claire Santarelli, Chair | Commissioner's Designee
Joanne Calista, Vice Chair | Community Health Worker Training
Organization Representative
Susan Dargon-Hart | Massachusetts League of Community Health Centers
Representative
Sharon George | Community Health Worker 4
Denise Lau, Secretary | Public Member
Hugo Santos | Community Health Worker 3

Board Members

Not Present:

None

Staff Present:

Steven Joubert | Executive Director – Multi-Boards, BHPL
Kayla Mikalauskis | Office Support Specialist – Multi-Boards, BHPL
Mary Strachan | Board Counsel - Office of the General Counsel, DPH

I. Call to Order | Determination of Quorum:

Ms. Claire Santarelli, Board Chair, called the meeting of the Board of Certification of Community Health Workers to order at 1:04 P.M. and provided verbal notice of recording. Mr. Joubert stated that they have disabled the Webex chat features after checking with the Deputy and Bureau Director due to the public not being able to participate or speak in a meeting. Mr. Joubert stated that they have added time limits for each item on the Agenda to have a faster and more efficient meeting. At 1:07pm a quorum was established with members present via WebEx via roll call as follows: Claire Santarelli: Present; Joanne Calista: Present; Susan Dargon-Hart: Present; Sharon George: Present; Denise Lau: Present; Hugo Santos: Present. Absent: None

II. Conflict of Interest | Approval of Regular Session Agenda

DISCUSSION:

Ms. Santarelli asked board members to review the agenda and asked for a motion to approve the agenda with the amendments that Mr. Joubert stated. Conflicts: None.

ACTION:

Motion by Ms. Susan Dargon-Hart to approve the agenda as presented, seconded by Ms. Denise Lau and unanimously approved by roll call vote as follows: Claire Santarelli: yes; Joanne Calista: yes; Susan Dargon-Hart: yes; Sharon George: yes; Denise Lau: yes; Hugo Santos: yes. Absent: None. Recused: None. Abstained: None.

Document: August 16, 2022 Agenda

III. Approval of Minutes: July 19th, 2022

DISCUSSION:

Ms. Santarelli asked board staff to look at page 4 and stated she did not speak on behalf of the Tufts application and believes it was Ms. Calista. Ms. Calista acknowledged and said it was she that had made that referenced. Mr. Joubert stated that he would have this fixed.

Ms. Lau had a few minor edits with wording and format on page 2 and 7. Mr. Joubert stated he would have board staff address the edits.

ACTION:

Motion to approve the July 19th, 2022, minutes as amended by Ms. Claire Santarelli, seconded by Ms. Denise Lau, and passed unanimously by roll-call vote as follows: Claire Santarelli: yes; Joanne Calista: yes; Susan Dargon-Hart: yes; Sharon George: yes; Denise Lau: yes; Hugo Santos: yes. Absent: None. Recused: None. Abstained: None.

Document: July 19th, 2022, Minutes

IV. **Continuing Education Application**

A. Berkshire AHEC- Wraparound Training and Coaching Skills for Supervisors 14.3 CEUs

DISCUSSION:

Ms. Santarelli stated that Community Health Workers would receive 14.3 instructional hours provided. Ms. Lau asked if these were retroactive hours? Ms. Santarelli stated that Community Health Workers that attended the training would be able to use the credits earned retroactively when they are eligible for renewal next July.

Ms. Dargon-Hart stated she was having issues with her interchange account and was not able to see the material at the moment, board staff resent the material to Ms. Dargon-Hart. In the meantime, Mr. Joubert shared his screen with the board members.

Ms. Strachan asked if the application submitted by Berkshire seeking board approved status application? Mr. Joubert explained that Berkshire is seeking approval for continuing education course rather than for board approval status, and the course is designed for Community Health Worker Supervisors provide Wraparound Training and Coaching skills for supervisors. Ms. Strachan asked why in the footer does it say Approved Status Application? Mr. Joubert stated that it is most likely a standard form found on the website that Berkshire used to submit their application, but he will ask SA to update the webpage. Ms. Strachan acknowledged and stated she just wanted to make sure that the entity was not seeking approval for board approved status and continuing education course.

Ms. Santarelli stated the entity is applying to have a continued education approved not a core competency training and education course. Ms. Santarelli stated at this time we do not have a pathway by which an organization can request to have all training programs for continuing education approval. Ms. Santarelli stated this is the application that Berkshire downloaded on mass.gov because they are just looking for their continuing education course to be approved. Ms. Santarelli agrees that the language in the application could be updated and stated in a much clearer way to better facilitate internal processes.

ACTION:

Motion by Ms. Claire Santarelli to approve Berkshire Continuing Education Application, seconded by Ms. Joanne Calista and unanimously approved by roll call vote as follows: Claire Santarelli: yes; Joanne Calista: yes; Susan Dargon-Hart: yes; Sharon George: yes; Denise Lau: yes; Hugo Santos: yes. Absent: None. Recused: None. Abstained: None.

B. Mass General Brigham- MLP Unlocking Access Training Program-22.5 CEUs

DISCUSSION:

Ms. Lau stated that she thinks this application is clear, 18 trainings with each training being 75 minutes long regarding health and health needs. Ms. Lau made a motion to approve.

ACTION:

Motion by Ms. Denise Lau to approve Mass General Brigham Continuing Education Application, seconded by Ms. Claire Santarelli and unanimously approved by roll call vote as follows: Claire Santarelli: yes; Joanne Calista: yes; Susan Dargon-Hart: yes; Sharon George: yes; Denise Lau: yes; Hugo Santos: yes. Absent: None. Recused: None. Abstained: None.

V. CHW Education and Training

A. Tufts University- Follow up Presentation

DISCUSSION:

Mr. Joubert stated that as requested the Tufts representative is present in the meeting. Mr. Joubert introduced Dr. Dong. Ms. Calista asked for clarification if the board members would be using the application scoring sheet? Ms. Santarelli stated they would go over that in the next item- Staff Action.

Ms. Santarelli thanked Dr. Dong for taking the time to be present for this meeting. Ms. Santarelli stated she was pleased to have her present in the board meeting to clarify some additional questions that board members have regarding the application. it is for the board members to be able to ask questions. Ms. Santarelli began and asked what the related relationship is with the workforce?

Dr. Dong stated that Tufts Community Health Worker Education and Trainings are co-housed with master's in public health in the Tufts school of medicine. Tufts is collaborated with trainings for Community Health Workers, as well as helping to improve healthcare access, committed for sustainability with the workforce. Dr. Dong stated that there are many opportunities for interdisciplinary trainings around the Tufts campus. Ms. Santarelli asked how long has faculty has had experience? Dr. Dong stated that the primary Community Health Worker doing the training goes by the name of Pep. Dr. Dong stated that Pep is the primary Community Health Worker apart of program. Dr. Dong stated that Pep has a Community Health Worker role at Mass General Hospital for about a decade. Dr. Dong stated and additionally when launching the program in spring 2021 they trained Amanda Wong as one of their trainees. Dr. Dong stated that this past July Amanda got a job as a Community Health Worker working on a Community Health transition study program. Dr. Dong stated she will be the program manger for this training and will teach some of the modules but stated 40% of the modules will be taught by Pep.

Ms. Santarelli asked what the percentage of online and in person trainings were? She also stated the board has extended the online waiver until June 2023. Dr. Dong stated that 1/3 of it would be online, and they would host sessions and dedicated trainings at night. Dr. Dong stated they would host in person on Saturdays, were they would have group discussions and such. Dr. Dong stated she hoped that night sessions and Saturday classes

would help with individuals to not interfere with their current jobs. Dr. Dong reiterated to the question asked that 1/3 would be online.

Ms. Santarelli asked how long this has been provided to the general public? Dr. Dong stated that they began in the Spring 2021 where 15 women started and 8 finished. She stated this was due to COVID and the increase of cases at that time. Dr. Dong stated they did not offer the program this year as they were trying to get grant funding approval, stated that it would begin again this fall. Ms. Santarelli asked if there was any practical experience in the trainings? Dr. Dong stated that there was none officially, but they help guide them and link them with to opportunities, but their main goal is the trainings and 80-hour focus.

Ms. Santarelli asked board members if they had any additional questions? No additional questions at this time.

ACTION:

Motion by Ms. Claire Santarelli to approve the Tufts University Application, seconded by Ms. Susan Dargon-Hart, and unanimously approved by roll call vote as follows: Claire Santarelli: yes; Joanne Calista: yes; Susan Dargon-Hart: yes; Sharon George: yes; Denise Lau: yes; Hugo Santos: yes. Absent: None. Recused: None. Abstained: None.

Document: Tufts University- Follow up Presentation

Board Members congratulated Dr. Dong; Dr. Dong thanked board staff for their time.

Dr. Dong logged off at 1:50pm

VI. Staff Action Policy Proposal:

DISCUSSION:

Ms. Strachan stated that board members can discuss approving applications, the potential of board staff approving applications and not bringing it before the board or look at additional applications to get a feel for what they look like. Ms. Strachan stated it is up to the board members, and whatever they decide she will draft a policy for review.

Ms. Susan Dargon-Hart stated she was experiencing a family emergency and requested a 5-minute recess as we would lose quorum without her. Ms. Santarelli stated we would have a 5-minute recess

2:03pm resumed general session

Ms. Santarelli stated she felt as if the scoring tool was the minimum standards of approval and bringing the application in front of the board gives the opportunity to ask questions or raise concerns if needed. Ms. Santarelli asked if it was possible if the board staff could follow the screening tool and then bring in front of the board if needed? Mr. Joubert stated operationally staff cannot approve, it would be very challenging, added responsibility and explained that in addition to board meetings staff have licensing operations that need to be done every day.

Ms. Strachan stated that the Nursing Home Administrator Board delegated a board member for Continuing Education that reviewed the application and stated whether it should be approved or not. Ms. Strachan stated that this would not be a staff action policy it would be a board policy for a member. Ms. Santarelli stated she felt as if she is not ready to delegate authority to approve applications, would like to review before the board and to discuss, especially since at this time there are only four approved and two of them we had to ask to program members to attend a meeting for clarification purposes.

Ms. Dargon-Hart stated potentially have Ms. Lau or a board member do the pre work, Ms. Dargon-Hart stated that this board is not a well-oiled machine and at this time some things do need to have pre work. Ms. Calista agreed and stated that if the tool is used, and thorough with each and every question this would work, Ms. Calista stated she believed it would be hard for it to be on one person and proposed the idea of potentially rotating. Mr. Joubert stated that if possible, the secretary, and two additional members review application, bring opinion to the board, trust the board member and vote. Ms. Lau agreed with Mr. Joubert. Ms. Lau stated that if the board had 3 designees it would be helpful, Ms. Lau stated for an example she had to clarify what a certain abbreviation meant in one of the applications. Ms. Lau stated she knew what it stood for, but she doesn't do the Community Health Worker day to day work anymore, so it is not something she frequently sees. Ms. Lau stated someone like her reviewing the application in addition to a Community Health Worker or a Community Health Worker Supervisor would help with the reviewing process of the applications. Ms. Lau stated she agreed with someone coming to the board meeting and giving a quick summary on the applications and expressed any bullet points of concern if needed. Ms. Calista stated that if three people could meet and go over the application that would be helpful- but stated she wasn't sure if that violate open meeting law, and if so, they can independently do that. Ms. Calista stated she thinks it would be helpful to use the review tool and rotate rather than it being on one person. Ms. Santarelli asked the board members if they had the desire to rotate and take this responsibility on? Mr. Joubert reiterated that once he receives an application, he puts it on the next agenda. Ms. Lau stated she wanted to amend what she had previously said because she forgot per open meeting law they couldn't meet separately. Ms. Lau stated she still thinks 3 designees would still be best, Ms. Lau suggested if potentially Mr. Joubert and his staff could figure out which applications went to certain designees. Ms. Lau stated she believed one person couldn't review the slew of them all due to it being too many at a time. Mr. Joubert stated he wanted to

clarify he thinks it would be great for 3 board members to review all of the proposed applications and they all come to the board with suggestions, not one individually. Ms. Lau stated she was in agreement with this.

Ms. Santarelli asked if there were any volunteers for September? Ms. Santarelli stated she would Ms. Lau. Ms. Strachan stated rather than staff action, the board is considering board action. Ms. Strachan stated that this was a discussion option at this time and for action purposes the board is not ready for staff to approve the applications at this time and the board has gone with another alternative. Ms. Calista stated expecting that board staff make sure all documents are processed and in board packet.

ACTION:

Motion by Ms. Claire Santarelli to not take action at this time, seconded by Ms. Joanne Calista and unanimously approved by roll call vote as follows: Claire Santarelli: yes; Joanne Calista: yes; Susan Dargon-Hart: yes; Sharon George: yes; Denise Lau: yes; Hugo Santos: yes. Absent: None. Recused: None. Abstained: None

VII. Continuing Education Blanket Provider Approval:

Due to losing quorum at a specific time this item would be deferred until September.

VIII. DPL-Office of Private Occupational School Education Letter Requirement:

- A. CHW Education and Training Application Step Request to be waived from application process

DISCUSSION:

Ms. Santarelli stated that she has been hearing from many training programs that obtaining a waiver from DPL-Office has been an obstacle and has delayed submitting applications for training education. Ms. Santarelli stated she wanted to bring it in front of the board to consider whether or not the board would want to waive this piece from the process? Ms. Strachan stated she wanted to give some context, that years ago when developing regulations that had to coincide with a lot of private schooling closure such as for example Trump University, these programs encouraged people to take student loans out and then abruptly close and students still had to pay the loans. Ms. Strachan stated that the Board Chair at the time wanted to make sure that the board didn't approve programs that were not approved financially feasible, after discussion board members determine none of them had the financial training that was required to determine if a program was financially feasible therefore they looked at alternatives. Ms. Strachan stated that is why it was incorporated into regulations, Ms. Strachan stated typically once in regulations you wouldn't waive a regulatory regulation unless

an emergency. Ms. Santarelli acknowledged and stated she likes to trust yesterday's brain and believes there is a reason why the board at the time came to this decision but many programs have reached out regarding the time delay that this step is taken. Ms. Calista stated she would have to look back at her notes but that as a board that she felt like the board was told they had to do add this step because it came out of Attorney General's office because of fraudulent entities that were enticing entry level staff members, and going towards the low income and forcing them to take out loans. Ms. Calista stated again she would have to look back at her notes but believes the board was told they had to rather than decided to. Ms. Calista stated that it is a major barrier and that DPL-Office has had a lot of changes of personnel as week as involving required state documents, fees, on site reviews. Ms. Calista stated that it was quite burdensome, but that the creation of the department was to not to deal with nonprofit entities, for example Trump University. Ms. Santarelli asked that she does not know if the board can waive this? Ms. Santarelli stated she would like to propose that we look at the minutes from that meeting to see if it was required or if they have the right to waive it? Ms. Strachan stated she thinks it makes sense to review the minutes and give a chance to decide what the board wants to do, and to have another discussion regarding this item at another meeting? Ms. Strachan stated she would do some research. Ms. Santarelli stated they will reach out to DPL-Office and revisit this conversation next month.

IX. Flex Session:

DISCUSSION:

Mr. Joubert asked the attendance of the next board meeting? All board members will be able to attend at this time. Ms. Susan Dargon-Hart stated that although she is resigning, she will stay until her replacement begins, due to the board just reaching bare quorum at this time. Mr. Joubert stated that he will add items VI, VII, and VIII items to the September agenda.

XIII. Adjournment:

Mr. Joubert read the Executive Session statement

ACTION:

Motion by Ms. Claire Santarelli to move into Executive Session, seconded by Ms. Susan Dargon-Hart and unanimously approved by roll call vote as follows: Claire Santarelli: yes; Joanne Calista: yes; Susan Dargon-Hart: yes; Sharon George: yes; Denise Lau: yes; Hugo Santos: yes. Absent: None. Recused: None. Abstained: None

Meeting adjourned at 2:39pm

The next meeting of the Board of Certification of Community Health Workers is scheduled for Tuesday, September 13, 2022.

Respectfully submitted:

The Board of Certification of Community Health Workers.