

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, December 10, 2019  
12:30 p.m.

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

Agenda

Time	Item #	Item	Exhibits	Staff Contact
1:30p.m.	I	Call to Order & Introductions Determination of Quorum Notice of Electronic Recording		Board Chair
	II	Conflict of Interest Approval of Agenda	Draft Agenda	Board Chair
	III	Approval of Minutes: October 8, 2019	Draft Minutes	Board Chair

*If you need reasonable accommodations in order to participate in the meeting, contact the DPH ADA Coordinator Yulanda Kiner, Phone: 617-624-5848 in advance of the meeting. While the Board will do its best to accommodate you, certain accommodations may require distinctive requests or the hiring of outside contractors and may not be available if requested immediately before the meeting.*

IV	<p><b>Executive Session:</b> The Board will meet in Executive Session as authorized pursuant to M.G.L. c. 30A, § 21(a)(1) for the purposes of discussing the reputation, character, physical condition or mental health, rather than professional competence, of an individual, or to discuss the discipline or dismissal of, or complaints or charges brought against an individual.</p> <ol style="list-style-type: none"> <li>1. Specifically, the Board will discuss and evaluate the necessity of modifying probation conditions for a Licensee.</li> <li>2. Specifically, the Board will discuss complaints or charges brought against a Licensee or Licensees.</li> <li>3. Finally, the Board will consider approving prior executive session minutes in accordance with M.G.L. ch.30A, § 22(a) for previous executive sessions of the Board.</li> </ol> <p><b>The Board will reconvene in public session subsequent to the closed session at approximately 1:30 PM.</b></p>	Draft Agenda	Board Chair
V	<u>Appeals from Final Board Actions</u>	Presentation	VB/MS
VI	<p><u>CHW Education &amp; Training Program Application</u></p> <ol style="list-style-type: none"> <li>A. Business requirement review</li> <li>B. Core Competency Matrix</li> <li>C. Revised Scoring Tool</li> </ol>	Discussion	RC
VII	<u>CHW Renewal Process</u>	Discussion	RC
VIII	<p><u>272 CMR 7.00: Continuing Education</u></p> <ol style="list-style-type: none"> <li>A. Draft of CEU Application for individuals</li> <li>B. Draft of CEU Application for organizations</li> </ol>	Draft Applications	MS/RC

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	IX	<u>Training Program FAQs</u>	Draft FAQ	Board Chair
	X	<u>CY2020 Board Meeting Dates</u>	Memo	KG
	XI	<u>Flex Session</u> A. Announcements B. Board Minutes Approval Process C. Topics for next agenda 1. Topics for regulatory resubmission a. Tiering Presentation 2. Occupational Health Concerns 3. Olmstead Law Planning 4. Process to approve CEUs globally	Verbal	RC
	XII	<u>65C Session: N/A</u>	N/A	Board Counsel
	XIII	<u>Adjudicatory Session: N/A</u>	N/A	Board Counsel
4:00 p.m.	XIV	Adjournment: Next meeting scheduled for January 14, 2020.	N/A	Board Chair

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

Tuesday December 10, 2019  
12:30 p.m.  
239 Causeway Street  
Room 417  
Boston, MA 02114

Board Members Present: Claire Santarelli, DPH, Chair  
Joanne Calista, CHW Training Organization Representative, Vice Chair  
Sheila Och, CHW 2  
Peggy Hogarty, Massachusetts Public Health Association Representative  
Catherine Bourassa, Community-Based CHW Employer  
Denise Lau, Public Board Member  
Susan Dargon-Hart, Massachusetts League of Community Health Center Representative

Board Members Not Present: Hugo Santos, CHW 3  
Henrique Schmidt, CHW 3

Staff Present: Vita Berg, Chief Board Counsel, DPH Legal  
Roberlyne Cherfils, Executive Director, BHPL  
Karen Geoghegan, Assistant Executive Director, BHPL  
Mary Strachan, Board Counsel, DPH  
Emily Duré, Office Support Specialist I, BHPL

Staff Not Present: NONE

Visitors: General Public

I. Call to Order and Determination of Quorum

It was determined that a quorum of the Board of Certification for Community Health Workers was present. The meeting was called to order at 12:42 pm by Board Chair, Claire Santarelli. Ms. Santarelli made an announcement to inform all present that the meeting was being recorded.

II. Approval of Agenda

Ms. Santarelli asked the Board if there were any conflicts or edits to the agenda.

DISCUSSION: There were no edits to the General Session Agenda.

Sheila in at 12:42pm

ACTION: Denise Lau made a motion to approve the agenda which was seconded by Susan Dargon-Hart. The motion carried unanimously by the Board.

DOCUMENT: CHW Board Meeting Agenda for December 10, 2019

III. Approval of October 8<sup>th</sup> Minutes

Ms. Santarelli asked that the Board take a few minutes to review the October 8<sup>th</sup> minutes for edits before approving the draft.

DISCUSSION: NONE

ACTION: Peggy Hogarty made a motion to approve the October 8, 2019 minutes. Catherine Bourassa seconded the motion which was passed by the Board unanimously.

DOCUMENT: CHW Board Meeting Minutes for October 8, 2019

IV. Executive Session:

It was at this point that the Board entered into Executive Session at 12:45.

With the conclusion of business in the Executive Session, Ms. Santarelli was able to call the meeting back to order in General Session and continue on to Item V.

V. Appeals from Final Board Actions:

Vita Berg gave the Board a presentation detailing an overview of the appeals process and judicial review for contesting specific Board decisions which affect individual applicants and certificate holders. Ms. Berg briefly reviewed the framework of Board membership as well as what determines a hearing and the instances in which an applicant or certificate holder has a right to an appeal or hearing. She then asked for any questions or concerns regarding the presentation.

DISCUSSION: Ms. Cherfils reminded the Board that this presentation was given in response to the Board's request for more information from a training program trying to apply for initial certification. The question is whether the Board can deny an application because of a lack of information submitted after the appointed amount of time or if the Board can deny for non-submission of requested materials. Ms. Berg said the Board has to be consistent and not make the burden of providing information uneven across the facility applicants.

ACTION: NONE

DOCUMENT: Visual Slide Presentation

VI. CHW Education and Training Program Application:

Ms. Cherfils gave an update to the Board about progress so far with the IT department. She outlined 5 areas in which the Board should take a closer look including the fee proposal for the Education and Training Program, how special health topic offerings could be maintained annually, the task of streamlining the burdensome 35-item-checklist required for certification of an Education and Training Facility, word limits for each open ended question to align with the 2,000 character limit, and future document handling to transition to the cloud and digital record keeping.

DISCUSSION: Ms. Hogarty asked Ms. Cherfils to clarify the distinction between MLO and eGov. MLO is the internal database that houses all applicant data. eGov is the outward facing website where applicants can log in and develop a profile and submit an application. The two systems feed data to each other back and forth and update in real time. Ms. Hogarty asked if there was an idea for the fee proposal and Ms. Cherfils said that there was not a figure yet but cost retrieval and processing also had to be considered. Ms. Santarelli asked about delegating some of the decisions to Board staff. Ms. Cherfils offered to present updates to the Board regarding their concerns after her follow-up with IT. Ms. Santarelli discussed the landscape orientated scoring tool and some of the edits and recommendations made by Gail Hirsch for revising the document. Ms. Cherfils recommended review of the format and whether it needs to change along with final edits made by Board staff to include changes made at the last meeting that were not included in Ms. Hirsch's edits.

ACTION: Ms. Cherfils asked for a motion to approve the revised scoring tool. Ms. Calista made the motion which was seconded by Ms. Hogarty and unanimously approved by the Board.

DOCUMENT: CHW Education and Training Program Approval Scoring Tool (revised)

#### VII. CHW Renewal Process:

Ms. Cherfils gave an overview of the certification renewal process for CHWs. She explained that if a CHW responds to the questions on the renewal questionnaire with a negative response or does not attest that he or she has completed the number of CEs, it triggers a hold on processing the renewal. She also mentioned that in the event a certificate holder does not renew before the certification expires, then the certificate holder get an extra 90 days to pay the renewal fee with an additional late payment fee.

DISCUSSION: Ms. Santarelli expressed concern at possibly needing to extend the length of time until the next renewal period but Ms. Cherfils said 15 CEUs is reasonable to accomplish between now and July 2021 but the Board will get a better sense of it when the renewals start coming in.

ACTION: NONE

DOCUMENT: NONE

Ms. Bourassa leaves at 3:02 pm  
Still have quorum, meeting continued.

VIII. 272 CMR 7.00: Continuing Education:

Ms. Santarelli asked Karen Geoghegan to take the Board through her edits on the two documents. The primary request was that the two applications be separated to two different forms.

A. Draft of CEU Application for Individuals

DISCUSSION: Ms. Calista noticed the word Licensee in the application. Ms. Santarelli said it should be simplified to just "name." Both forms should be tailored to who is applying. To recap the edits, Ms. Cherfils stated that an "s" will be added to Community Health Worker to make it plural. Another "s" will be added to each "reviews and approves" for the purpose of subject/verb agreement. "Course" will be changed to "training" under the heading "Instructions\_1."

B. Draft of CEU Application for Organizations:

DISCUSSION: Ms. Geoghegan highlighted Instructor resume/bio as a point of difference on this form. Ms. Calista said that resume/bio should have an "s" in parenthesis so if there is more than one instructor then each should have a resume or bio. Similar edits were made to the Training Entity form including to "Instructions\_2" to add documentation like flyer and agenda to the possible items submitted to show proof of number of CE credits.

ACTION: Ms. Santarelli asked for a motion to approve the two application forms with edits. Ms. Hogarty moved to approve the applications with edits which was seconded by Ms. Och. All Board members voted in favor of the motion.

DOCUMENT: Draft Applications

Meeting paused for break at 3:34pm  
Meeting back in session at 3:39pm

IX. Training Program FAQs:

DISCUSSION: Ms. Santarelli stated that she asked Ms. Hirsch to update these FAQs as well but altogether the document does not look all that different. Ms. Cherfils asked the Board to review for questions they would like to add that Board staff may have missed. Ms. Lau asked that Board staff add a version number or Date because it will be a living document and that will make it easier to distinguish versions. Ms. Calista suggested adding a question about who gets to see the applicant information which Ms. Santarelli directed to the individual CHW FAQs. Ms. Santarelli then said that the answer to question number 13 does not really answer the question. Ms. Calista also suggested that information about NPDB be added to the Individual FAQs sheet. Regarding number 13, the Board decided to put a max of 80 hours. The Board decided to remove number 15

because the partnership list was taken out of the application. Ms. Cherfils stated that all "Training Program" labels should be edited to say "Education and Training Program." The Criteria Document should be added to the FAQs and early in the document possibly as number one. Ms. Cherfils offered to add questions, take out the one the Board felt unnecessary and group like questions together. There was no vote taken on this document, but it will appear before the Board at the next meeting.

ACTION: NONE

DOCUMENT: Draft FAQs

X. CY2020 Board Meeting Dates:

Ms. Cherfils encouraged the Board to review the meeting dates after Ms. Geoghegan explained the pattern of proposed dates.

DISCUSSION: NONE

ACTION: NONE

DOCUMENT: Memo for Meeting Dates

XI. Flex Session

A. Announcements- Ms. Cherfils said that there were 232 CHWs approved and 47 Applications pending.

B. Board Minutes Approval Process no longer requires a signature as long as they have been approved.

C. Topics for Next Agenda

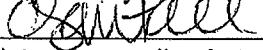
1. Topics for Regulatory Resubmission
  - a. Tiering Presentation
2. Occupational Health Concerns
3. Olmstead Law Planning
4. Process to Approve CEUs Globally

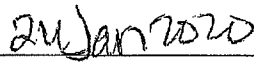
XII. 65C Session: N/A

XIII. Adjudicatory Session: N/A

XIV. Adjournment: With all business completed for the Board, Ms. Hogarty made a motion to adjourn the meeting. Ms. Lau seconded the motion which was passed unanimously by the Board and so the meeting was adjourned at 4:11pm.

Respectfully submitted:

  
\_\_\_\_\_  
Claire Santarelli, Chair

  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Joanne Calista, Vice-Chair

\_\_\_\_\_  
Date