

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, January 12, 2021  
12:30 p.m.

General Session is open to the public and will be held via Webex at:  
<https://statema.webex.com/statema/j.php?MTID=mc3ab651621e7be58a51990983ec0491b>

Call-In Telephone number 1-866-692-3580 (toll-free)

Meeting Number/Access Code: 178 854 0121

Meeting Password: rsGH2PQ7Fg6

Agenda

All votes must be via roll call

Time	Item #	Item	Exhibits	Staff Contact
12:30p.m.	I	Call to Order & Introductions Determination of Quorum Notice of Electronic Recording	None	Board Chair
	II	Conflict of Interest Approval of Agenda	Draft Agenda	Board Chair
	III	Approval of Minutes: A. December 8, 2020	Draft Minutes	Board Chair
	IV	Proposed Changes to 272 CMR 4.00 and 7.00	Draft of Proposed Changes to 272 CMR 4.00 and 7.00	Board Counsel
	V	Update on Training Program Approval A. Timeline B. Frequently Asked Questions C. Process	FAQ Draft Process Map	Executive Director

Board Meeting Agenda January 12, 2021  
Board of Certification of Community Health Workers

**ADA Compliance Notice: 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.**

	<b>VI</b>	<b>Update on BOCCHW Vacancies</b>	None	Executive Director
	<b>VII</b>	<b><u>Flex Session</u></b> A. Announcements 1. Thank You Catherine! B. Topics for future agenda 1. Tiering 2. Reciprocity	None	ED/Chair
	<b>VIII</b>	<b><u>Executive Session:</u></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.  1. 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.  <b>The Board will not reconvene in public session subsequent to the closed session(s).</b>		
	<b>IX</b>	<b><u>65C Session: N/A</u></b>	N/A	Board Counsel
	<b>X</b>	<b><u>Adjudicatory Session: N/A</u></b>	N/A	Board Counsel
4:00 p.m.	<b>XI</b>	<b>Adjournment:</b> Next meeting scheduled for February 9, 2021.	N/A	Board Chair

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

**January 12, 2021**

239 Causeway Street - 4th floor, Room 417A/B  
Boston, MA 02114  
**VIA WebEx**

(OPEN SESSION)

**MINUTES**

Board Members Present: Claire Santarelli, *Chair* | Commissioner's Designee  
Joanne Calista, *Vice Chair* | Community Health Worker Training Organization Representative  
Denise Lau, *Secretary* | Public Member  
Catherine Bourassa | Community-Based Community Health Worker Employer  
Susan Dargon-Hart | Massachusetts League of Community Health Centers Representative  
Sharon George | Community Health Worker 4  
Sheila Och | Community Health Worker 2

Board Members Not Present: Hugo Santos | Community Health Worker 3

Staff Present: Steven Joubert | Executive Director – Multi-Boards, BHPL  
Karen Geoghegan | Assistant Executive Director - Multi-Boards, BHPL  
Mary Strachan | Board Counsel - Office of the General Counsel, DPH  
Janet Dowling | Office Support Specialist - Multi-Boards, BHPL  
Eleanor Montgomery | Office Support Specialist – Multi-Boards, BHPL  
James Neal | Office Support Specialist - Multi-Boards, BHPL

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 12:41 P.M. and provided verbal notice of recording. A quorum was established with members present via WebEx via roll call as follows: Claire Santarelli: Present; Joanne Calista: Present; Denise Lau: Present; Catherine Bourassa: Present; Sharon George: Present; Sheila Och: Present. Absent: Susan Dargon-Hart; Hugo Santos.

II. Conflict of Interest | Approval of Regular Session Agenda

Ms. Santarelli asked members to review the agenda.

Minutes of the January 12, 2021 meeting of the  
Board of Certification of Community Health Workers

**DISCUSSION:**

None.

**ACTION:**

Motion by Ms. Joanne Calista to approve the agenda, seconded by Ms. Santarelli and unanimously approved by roll call vote as follows: Claire Santarelli: Yes; Joanne Calista: Yes; Denise Lau: Yes; Catherine Bourassa: Yes; Sharon George: Yes; Sheila Och: Yes. Absent: Susan Dargon-Hart; Hugo Santos.

**Document:** January 12, 2021 Draft Agenda

III. **Approval of Minutes: December 8, 2020**

**DISCUSSION:**

Executive Director, Mr. Steven Joubert noted that while the December 8<sup>th</sup> minutes state that Board Counsel would present 272 CMR 5.00, the applicable regulation is 272 CMR 7.00.

Ms. Denise Lau stated that the footer should include the date.

**ACTION:**

Motion to approve the December 8, 2020 minutes with edits by Ms. Lau, seconded by Ms. Santarelli and passed unanimously by roll call vote as follows: Claire Santarelli: Yes; Joanne Calista: Yes; Denise Lau: Yes; Catherine Bourassa: Yes; Sharon George: Yes; Sheila Och: Yes. Abstained: None; Recused: None; Absent: Susan Dargon-Hart; Hugo Santos.

**Document:** December 8, 2020 Minutes

IV. **Proposed Changes to 272 CMR 4.00 and 7.00**

Board Counsel, Ms. Mary Strachan walked the Board through the changes to 272 CMR 4.00. Last month, the Board had requested that the regulations clarify 272 CMR 4.02, requirements for professional references scoring applicants in the ten Core Competencies, with the language from the application for certification.

Ms. Calista suggested to clarify that each rating be positive and recommended that the regulation read: “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.”

At 12:56, Susan Dargon-Hart joined the WebEx.

Ms. Sharon George asked if the Board was requiring 8/10 of the Core Competencies. Ms. Strachan clarified that the regulations state that each applicant has to be found competent

in each of the ten Core Competencies and must submit three professional references that address the ten Core Competencies. Previously, this paragraph did not clarify that each reference only needs to address eight of the ten Core Competencies and that the combination of three references must address all ten.

Ms. Lau and Ms. George stated that they did not feel that the regulation clearly indicated that all ten Core Competencies must be addressed across the applicant's references. Ms. Strachan reminded the Board that any changes will go through administrative review which has a public comment period. This will allow for feedback from the public, should they find the language confusing. Additionally, Mr. Joubert reminded the Board that Applicants can always contact Board staff with questions about their applications and that the Board needed to be mindful of the time constraints surrounding administrative review.

Mr. Joubert suggested that the Board eliminate that paragraph in entirety and allow the previous paragraph to speak for itself. Ms. Santarelli pointed out that this was what the original regulation said and that the Board had wanted to clarify that. She posed the question: is this clarification making things more confusing?

Using the WebEx chat function, Ms. Lau proposed the following amended regulation: "It is necessary for the Applicant to have received a rating of competency in each of the ten Core Competencies. Each reference must rate the Applicant in at least 8 (of 10) Core Competencies. (N/A does not count as a rating)." Additionally, Ms. Calista also used the WebEx chat to recommend the following: "Each reference must rate the Applicant in at least 8 (of 10) 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 by each reference in each of the ten Core Competencies." The Board reviewed both options for wording and felt that Ms. Lau's recommendation was the most clear. Ms. Santarelli and Ms. Lau stated that the FAQs could help clarify this piece of the regulation.

Ms. Strachan walked the Board through her changes to 272 CMR 7.00. She reminded everyone that she had previously included this change to 272 CMR 4.00 but the Board felt that it made more sense in 272 CMR 7.00 which is about CEUs.

Ms. Sheila Och suggested that the language reiterate that the CEUs are waived only for the first renewal cycle. Board members verbalized their agreement.

#### ACTION

Motion to accept the proposed changes to 272 CMR 4.00 and 7.00 as discussed and advance the revised regulations for administrative review by Ms. Santarelli, seconded by Ms. Calista and passed unanimously by roll call vote as follows: Claire Santarelli: Yes; Joanne Calista: Yes; Denise Lau: Yes; Catherine Bourassa: Yes; Susan Dargon-Hart: Yes; Sharon George: Yes; Sheila Och: Yes. Abstained: None; Recused: None; Absent: Hugo Santos.

V. Update on Training Program Approval

Mr. Joubert explained that there had been conversations with IT and the software vendor to incorporate the proposed changes to the application, but at this time, there were no updates to share with the Board.

The Board took a break at 1:51 P.M.

The Board returned from their break at 2:00 P.M.

DISCUSSION:

Ms. Santarelli noted that she would like to set up a meeting with Mr. Joubert as the Commissioner's Office has been receiving inquiries about CHW Training Programs. The Board reviewed edits to the FAQ. Ms. Santarelli noted that the FAQ is a document for the Board's website. These are FAQs for when the Training Application goes live.

Ms. Gail Hirsch noted that #9 states a requirement that no more than 70% of 80 hours (i.e. 56 hours) can be taught online. Currently with the COVID-19 pandemic, this is waived. The Board determined that they would include a footnote indicating that this is waived during the COVID-19 Public Health Emergency. Ms. Och asked if this change needed to be included in the regulations. Ms. Hirsch stated that there was nothing about this requirement in the regulations. There was an edit to #13 to remove the sentence about continuing education hours. The Board felt that the edits looked good and decided that they would review the FAQs again one month prior to the application going live in order to make any last-minute changes.

ACTION:

None.

**Document:** CHW Training Program FAQ

VI. Update on BOCCHW Vacancies

Mr. Joubert updated the Board on current vacancies.

DISCUSSION:

Mr. Joubert stated that the Board currently has a MACHW seat open and that he has requested that Lisette Blondet from MACHW forward a candidate for that seat. Additionally, he has referred a candidate for the representative from the Massachusetts Association of Health Plans to the Governor's office. Lastly, there is currently a Board member holding a MACHW seat who has historically not attended meetings nor returned Board staff's phone calls regarding meeting attendance. Mr. Joubert has appealed to this member, asking him to submit his resignation.

Ms. Santarelli stated that Ms. Catherine Bourassa retired at the end of last year but that she has offered to stay on until a replacement can be found. Board members congratulated Ms. Bourassa and thanked her for her service to the Board.

VII. Flex Session

A. Announcements:

N/A

B. Topics for the next agenda:

Mr. Joubert offered to write up an Executive Summary of the Process Map that was included with the FAQ for this months' meeting.

VIII. Adjournment

Motion to adjourn the meeting at 2:50 P.M. by Ms. Santarelli, seconded by Ms. Bourassa and unanimously approved by roll-call vote as follows: passed unanimously by roll call vote as follows: Claire Santarelli: Yes; Joanne Calista: Yes; Denise Lau: Yes; Catherine Bourassa: Yes; Susan Dargon-Hart: Yes; Sharon George: Yes; Sheila Och: Yes. Abstained: None; Recused: None; Absent: Hugo Santos.

The next meeting of the Board of Certification of Community Health Workers is scheduled for Tuesday, February 9, 2021.

Respectfully submitted:

The Board of Certification of Community Health Workers