

**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, July 10, 2018  
12:30 p.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>
12:30 p.m.	I	Call to Order & Introductions Determination of Quorum Notice of Electronic Recording		Board Chair
	II	Approval of Agenda & Conflict of Interest	Draft Agenda	Board Chair
	III	Approval of Minutes: April 10, 2018 & May 8, 2018	Draft Minutes	Board Chair
	IV	<u>Individual CHW Application</u> A. Legal Update on Reference Scoring B. Race & Ethnicity Data Collection		Board Chair RC
	V	<u>CHW Education &amp; Training Program Application</u> A. Curriculum Form Review B. FAQs C. Scoring Tool	Draft Application	Board Chair
	VI	<u>Staff Action Policies</u> A. Suitability for Certification (Out of State Discipline) B. SSN C. Valor Act D. Routine Responses E. Signatory Authority F. Retirement Policy G. Probation Monitoring	Draft Policies	Board Chair

	VII	<u>Flex Session</u> A. Announcement Communication Plan Training Schedule B. Topics for next agenda		Board Chair RC
4:00 p.m.	VII	Adjournment: Next meeting scheduled for August 14, 2018		Board Chair

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

Tuesday July 10, 2018  
12:30 p.m.  
239 Causeway Street  
Room 417  
Boston, MA 02114

Board Members Present: Jean Zotter, DPH, Chair  
Steven Bucchianeri, Massachusetts Association of Health Plans Representative  
Sheila Och, Community Health Worker 2  
Henrique O. Schmidt, Community Health Worker 4, Board Secretary  
Joanne Calista, Community Health Worker Training Organization Representative, Vice Chair  
Denise Lau, Public Board Member  
Peggy Hogarty, Massachusetts Public Health Association Representative  
Catherine Bourassa, Community-Based CHW Employer

Board Members Not Present: Maritza Smidy, Community Health Worker 1  
Shawn Matthews, Community Health Worker 3

Staff Present: Roberlyne Cherfils, Executive Director, BHPL  
Mary Strachan, Board Counsel, DPH  
Vita Berg, Chief Board Counsel, DPH  
Jonane Nicolas, Office Support Specialist I, BHPL  
Gail Hirsch, DPH Office of CHWs  
Erica Guimaraes, DPH Office of CHWs

Staff Not Present: Philip Beattie, Assistant Executive Director, BHPL

Visitors: General Public

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 12:40 p.m.

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

CONFLICT OF INTEREST: No Conflict of Interest

DOCUMENT: July 10, 2018 Board Meeting Agenda

General Session: Mr. Schmidt entered at 12:49 p.m.

III. Approval of the April 10, 2018

The minutes of the April 10, 2018 & May 08, 2018 Regularly Scheduled Board Meeting were reviewed.

DISCUSSION: None

ACTION: Ms. Zotter made a motion to approve the April 10, 2018 minutes; Ms. Calista seconded the motion. The motion passed unanimously.

DOCUMENT: Draft Minutes

Approval of the May 08, 2018 Regularly Scheduled Meeting Minutes

DISCUSSION: Ms. Zotter requested an edit to page 2 of 3 by removing "you're".

ACTION: Ms. Zotter made a motion to approve the May 08, 2018 minutes with the edit; Mr. Bucchianeri seconded the motion. The motion passed unanimously.

DOCUMENT: Draft Minutes

IV. Individual CHW Application:  
A. Legal Update on Reference Scoring

DISCUSSION: Ms. Zotter suggested that there were conflicts on how the regulations were written in regards to Reference Scoring and Ms. Strachan was to conduct additional research for the Board members for clarity. Ms. Strachan stated that she consulted with the Chief Board Counsel, Vita Berg, as she was providing legal advice to the Board at the time and Ms. Strachan was not.

Ms. Berg confirmed the regulatory intent was for each applicant to submit references that scored the applicant on 8 out of 10 core competencies to meet the requirement. If any of

the scores for core competencies were blank or negative, the MultiBoard staff will bring it to the Board members for determination. If the applicant is scored competent in all 10 competencies by all references, the Board staff can process the application without Board review. Ms. Berg recommended keeping the regulation as is. BHPL will monitor this process and bring it back to the Board if this process isn't working.

ACTION: None

DOCUMENT: Reference Scoring

#### B. Race & Ethnicity Data Collection

DISCUSSION: Ms. Cherfils informed that MyLicense Office (MLO) the internal data warehouse application will be operational for go live. E-gov, which is an outward facing application that applicants use to apply online will not be available for go live due to the bureau's cloud migration initiative, will not be ready the next phase because the cost, time, and resources are not available to build out Race and Ms. Cherfils presented three options for consideration: 1) collecting data only from the people who complete paper applications (but missing the data from on-line applications); 2) removing the Race and Ethnicity questions on the application but sending a follow-up survey to applicants to collect the data, or 3) collecting the data at renewal.

Ms. Berg suggested that demographic data might be considered a public record and this data might have to be reported pursuant to public records request. It would be better if the Board received aggregate data instead of individual records if the Board did not need individual level data.

As collecting the data at renewal doesn't help the Board understand if the Board's decisions have a disproportionate impact on certain race and ethnic populations, Ms. Zotter suggested researching whether there was an approved survey tool. The Board members discussed the pros and cons of removing the Race and Ethnicity question from the application. Jean and Ruby committed to researching approved survey tools and also exploring public records implications of collecting the data. Ms. Calista requested that survey be clear as to why the Board is requesting the information and clear that responding is voluntary.

ACTION: Ms. Zotter made a motion to remove the Race and Ethnicity question in the application; Ms. Och seconded the motion. The motion passed unanimously.

DOCUMENT: Application to review the Race and Ethnicity Data Collection

#### V. Education & Training Program Application

##### A. Curriculum Form Review

DISCUSSION: Ms. Cherfils will create a new excel sheet to modify the Matrix form with the following edits recommended by the Board members:

- 1) Page 14 to add Session/Module at the top and add percentage of the course that will be taught online;
  - 2) Remove competency to read as "length of session per hours";
  - 3) Add a box that tells how much and what parts are on-line as applicable;
  - 4) Session Instructor(s) should read as "The session taught by a CHW Co-Trainer" and must add a box "yes or no and if yes how many hours."
- Page 15 redesign Core Competences by adding number of hours, percentage, and percentage online. Add directions for filling out the form.
- 5) Page 16 to add a line for printing name and date.
- Ms. Cherfils suggested for all the audience members to write their phone number on the sign-in sheet for those who would like to participate in online webinar.

Break at 2:05 p.m.

Return from break at 2:30 p.m.

#### B. FAQs

Deferred to the last

#### DISCUSSION:

- 1) Ms. Cherfils suggested a change to the language on page 1, question 3 to read as "CHW training programs that are approved by the Board will provide training, the successful completion of which will count towards the training requirement in the applications of CHWs applying through the Training and Experience pathway";
- 2) Page 2, question 7 change 2-3 months to 2-4 months; question 8 should read as "Once approved, CHW Training Programs must submit an annual report to maintain ongoing approval to ensure the program is intact and continues to meet the approved standards."
- 3) Page 2, question 8. All references to Training Programs should use the language "CHW Training Programs." This question should indicate that the Board will review the annual reports that are submitted to ensure the programs continue to meet board standards. Board discussed adding a question that says "What if I change aspects of my CHW Training Program?" The response to this question should include how the program should use the annual report to inform the Board of those changes.
- 3) Page 3, question 9 should read as "Can the Board withdraw my CHW Training Program approval status?" Ruby will make the answer clearer. Ruby will edit Question 11 to align with DPL's requirements. The section in Question 11 about the Attorney General's requirements should be made its own question. Question 13 should read as "How many hours can be taught online? Up to 70% of the total course hours can be online. The "80 hours (56 hours total)" will be struck from the FAQ to represent that no matter how many total hours are part of the course, 70% can be on-line."
- 4) Page 4, question 14 should read "Currently, any instructor who meets the definition of CHW in the regulations will count as CHW faculty. All faculty teaching core competence training at approved CHW Training Programs must have the knowledge and skills to effectively teach the proposed curriculum. Both CHW and non-CHW faculty must be qualified in this way. In the future, the Board may develop a distinct classification or tier for Certified CHW instructors that could serve as a professional advancement opportunity

for CHWs;” To answer the second part of question 14 should be a separate question and the answer should read as 40% of the total hours of the course must be taught or co-taught by CHWs” and the exact hours should be removed to reflect the fact that course length may vary by program. A new question should be added to address special health topics. It should read “What is the total number of hours that can be allocated to a special health topic? The answer should be “At least 16 hours can focus on a special health topic. A minimum of ” The Board stopped on page 4 and the Board members decided to discuss this in more depth next meeting.

ACTION: Bring back on the August meeting

DOCUMENT: Draft FAQs

C. Scoring Tool

DISCUSSION: Deferred for the August meeting

ACTION: None

## VI. Staff Action Policies

### A. Suitability for Certification

DISCUSSION: Ms. Strachan clarified that the Suitability for Certification of policy was not a Staff Action Policy. Instead, it is a Board policy that outlines how the Board will make decisions. Staff Action policies authorize the staff to act on behalf of the Board. Ms. Strachan presented the Suitability for Certification policy and reflected on the fact that it does not cover disciplinary sanction(s) or non-disciplinary restriction(s) on an applicant’s professional license. She recommended the Board consider disciplinary sanctions as part of evaluating the good moral character of an applicant before issuing a certificate. Ms. Strachan mentioned her draft language was taken from different Boards such as PA and PF. Ms. Strachan made edits to change the letter E to D should read as “Disciplinary License Action”; and D to E to read as “Review Process.”

ACTION: Ms. Zotter made a motion to accept edits; Mr. Bucchianeri seconded. The motion passed unanimously.

DOCUMENT: Draft Suitability for Certification

### B. Social Security

DISCUSSION: Ms. Strachan explained the Social Security policy results from a statute that requires all the Boards to collect SSNs for the Department of Revenue to support compliance with child support laws. Ms. Strachan also explained that the statute notes that if a person is not in compliance with their Child Support obligation then that person may lose their license.

ACTION: Mr. Bucchianeri made a motion to approve the Social Security Policy as presented; Ms. Och seconded motion. The motion passed unanimously.

DOCUMENT: Draft Social Security

#### C. Valor Act

DISCUSSION: Ms. Strachan explained the purpose of this policy is to waive fees and provide additional support services for active military personnel, veterans, or military spouses who may qualify for certain health professions licenses under the M.G. L. 112, section 1B.

ACTION: Mr. Bucchianeri made the motion to approve the Valor Act Policy as presented; Ms. Calista seconded the motion. The motion passed with all in favor.

DOCUMENT: Draft Valor Act

#### D. Routine Responses

DISCUSSION: Ms. Strachan gave a review of this policy to facilitate staff responses to routine correspondence and requests for extensions, on behalf of each of the nine Boards of Registration within the Bureau. Ms. Strachan will add language to the purpose section of the policy to broaden authorization including but not limited to the examples found later in the policy. Ms. Zotter asked for additional language to clarify "what is a routine response."

ACTION: Ms. Zotter made a motion to approve the Routine Responses Policy with edits; Ms. Calista seconded the motion. The motion passed unanimously.

DOCUMENT: Draft Routine Responses

#### E. Signatory Authority

DISCUSSION: Ms. Strachan reviewed this policy which authorizes the Executive Director to sign letters and other documents on behalf of the Board.

ACTION: Ms. Zotter made a motion to approve the Signatory Authority Policy; Mr. Schmidt seconded the motion. The motion passed unanimously.

DOCUMENT: Draft Signatory Authority

#### F. Retirement Policy



DISCUSSION: Ms. Strachan reviewed this policy which authorizes staff to timely process petitions for “retired” licensee/certificate status in compliance with the policy standards.

ACTION: Ms. Zotter made a motion to approve the Retirement policy; Ms. Calista seconded the motion. The motion passed unanimously. Item 2.d. in the “Requests that may be granted by staff action” will be removed.

DOCUMENT: Draft Retirement Policy

G. Probation Monitoring

DISCUSSION: Ms. Strachan explained that this policy is used for licenses and may not be applicable to certification.

ACTION: Remove this policy until applicability can be determined

DOCUMENT: Draft Probation Monitoring

VII Flex Session

A. Announcement.

DISCUSSION: Ms. Cherfils explained that group training is next steps for those interested in attending.

ACTION: None

DOCUMENT: None

B. Topics for next agenda

DISCUSSION: Ms. Zotter will continue where we left off, go over FAQs, scoring tools, etc.

DOCUMENT: None

VI. Adjourn

There being no other business before the Board, Ms. Zotter made a motion to adjourn the meeting. Ms. Hogarty seconded the motion. The motion passed unanimously. The meeting adjourned at 4:00 p.m.

The next meeting of the Board of Certification of Community Health Workers is scheduled for Tuesday August 14, 2018 at 12:30 pm at 239 Causeway Street, Boston, Massachusetts.

Respectfully submitted:

*C. Zetter*

~~Jean Zetter~~, DPH, Chair

Claire Santrelli

*1/8/19*

Date

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Joanne Calisto, Vice Chair

\_\_\_\_\_  
Date