**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 11, 2017**

**9:30 a.m.**

**239 Causeway Street ~ 4th Floor ~ Room 417 A&B**

# Boston, Massachusetts 02114

#### Agenda

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Time** | **Item #** | **Item** | **Exhibits** | **Staff Contact** |
| 09:30 a.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: May 9, 2017 | Draft Minutes | Board Chair |
|  | IV | Presentations: “Online Education”   1. Dawn Heffernan, MS, RN   Director of the Western MA Public health Training Center  UMass Local Performance Site of the New England Public Health Training Center  UMass College of Nursing SBIRT Project Director   1. Mariuca Tuxbury   Knowledge Hub Manager  Commonwealth Care Alliance   1. Luz Clinton   Patient Navigator  Women’s Health Network  VNA Care Network and Hospice | Draft Presentations | Board Chair |
|  | V | CHW Education & Training Program Application   1. Training Program Criteria Review 2. Criteria for Review of Application   Provisional v. Full Approval Chart | Draft Criteria  Comparison Chart | Board Chair |
|  | VI | Regulatory Review   1. DPL Office of Occupational School Education Regulations   *Crosswalk with OCCHW Regs* | Draft Crosswalk | MS |
|  | VII | CHW Certification Application   1. MACHW Focus Group Feedback Review | Draft Application | Board Chair |
|  | VIII | Flex Session   1. Announcement   1-August Meeting Reschedule   1. Topics for next agenda |  | RC |
| 1:00 p.m. | IX | Adjournment: Next meeting scheduled for August 8, 2017. |  | Board Chair |

**COMMONWEATH OF MASSACHUSETTS**

**BOARD OF CERTIFICATION OF COMMUNITY HEALTH WORKERS**

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**BOARD MEETING MINUTES**

Tuesday, July 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

Steven Bucchianeri, Massachusetts Association of Health Plans Representative

Maritza Smidy, Community Health Worker

Henrique O. Schmidt, Community Health Worker, Secretary

Denise Lau, Public Member

Catherine Bourassa, Community-Based CHW Employer

Board Members

Not Present: Patricia Edraos, Massachusetts League of Community Health Centers (MLCHC), Representative

Sheila Och, Community Health Worker

Staff Present: Roberlyne Cherfils, Executive Director, BHPL

Philip Beattie, Assistant Executive Director, BHPL

Rebecca Ferullo, Office Support Specialist I, BHPL

Sam Leadholm, Board Counsel, DPH

Gail Hirsch, Office of Community Health Workers, DPH

Erica Guimaraes, Office of Community Health Workers, DPH

Visitors:

1. Call to Order and Determination of Quorum

A quorum of the Board was present. Ms. Zotter, Board Chair, called the meeting to order at 9:39 a.m.

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

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

DISCUSSION: Board members agreed to defer Item VI

ACTION: Ms. Zotter made a motion to approve the agenda as amended; Mr. Schmidt seconded the motion. The motion passed unanimously.

Document: July 11, 2017 Board Meeting Agenda

1. 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

9:45am Ms. Calista entered, 9:49am Ms. Bourassa entered

1. Approval of the May 9, 2017 Regularly Scheduled Meeting Minutes  
    The Minutes of the May 9, 2017 Regularly Scheduled BoardMeeting were reviewed.   
     
   DISCUSSION: Ms. Hirsch noted that she was not present at the meeting and the next meeting date should be corrected.  
     
   ACTION: Mr. Bucchianeri made a motion to approve the minutes as amended; Ms. Lau **seconded the motion. The motion passed unanimously.**

Document: Draft Minutes

1. Announcements

A. August Meeting Reschedule

DISCUSSION: Board members agreed to reschedule the next meeting to August 22, 2017 1pm-4pm.

ACTION: None

1. Presentations: “Online Education”

A. Dawn Heffernan, MS, RN (via phone)

Director of the Western MA Public Health Training Center

UMass Local Performance Site of the New England Public Health Training Center, UMass College of Nursing SBIRT Project Director

Ms. Heffernan shared her experiences with online education. She stated it can be expensive to run a good online program and it is important to have good infrastructure and support. She has developed two online trainings. Ms. Heffernan discussed the importance of interactivity and keeping students involved in the class; teaching them how to use the systems. Polling, group chats and modeling are useful tools. She feels every module could utilize an online component.

DISCUSSION: Board members asked Ms. Heffernan what prompted the switch to online hybrid courses. She responded that the switch was dictated by funding, but it has been a positive. Her program chose to develop outreach methods and strategies as an online course as it is a part of all ten competencies, and they are working to develop courses for special health topics next. She believes 1-3 hours of online instruction is a good start. Ms. Calista asked how much in-person support is provided. Ms. Heffernan responded that there is an orientation session to begin and if a student is struggling, she schedules face to face time.

ACTION: None

B. Mariuca Tuxbury

Knowledge Hub Manager

Commonwealth Care Alliance

Ms. Tuxbury has served as an instructor for a DPH preventative medicine online course. She originally took the 45-hour course and then stayed on to train. Her program starts and ends with an in-person class and ten online classes between. An additional in person class was added to the middle of the course.

DISCUSSION: Board members inquired how the course handles interactivity. Ms. Tuxbury responded that forums were created and students are required to initiate posts as well as read and comment to meet a 70% participation requirement. Board members asked how the activity was tracked. Ms. Tuxbury keeps a spreadsheet and does manual data entry. She agrees that an in-person orientation is very important. She discussed some of the specific assignments students have. Personally, she has recently completed her degree almost entirely online and stated it was a very good experience.

10:55am Break, 11:08am Return

1. Flex Session

A. Presentation on online education by Erica Guimaraes

Ms. Guimaraes experienced online training as a student. The trainings she experienced were very robust and included in person sessions and forums. She took the course with colleagues and enjoyed being able to discuss it with them at work. She believes the issue of accessibility is essential and if the course was not offered online she could not have attended. Assignments allowed for a lot of hands on and applied learning.

DISCUSSION: Ms. Zotter expressed that once certifications become available, perhaps employers will allow for more time off to take trainings. Ms. Guimaraes stated that her employer did allow her to take time off for classes, but that the online course allowed for more flexibility. Mr. Bucchianeri stated that having flexibility is good because it can cut out additional time such as travel.

ACTION: None

Document: None

1. CHW Education & Training Program Application

A. Training Program Criteria Review

DISCUSSION: Board members discussed what percentage of training should be online and if it should be limited to specific topics. Mr. Bucchianeri expressed that using just a percentage would be best as not to stifle creativity within the programs; Ms. Calista agreed. Board members agreed to allowing 70% of courses online and requiring a learning management system as well as an orientation. Board members agreed to proposed language: “hybrid training including a combination of in person and online training may be acceptable but online only training is not acceptable. The program must include at least 30% in person training. Online training utilizes tools that promote interaction among learners and build an online community. Online training is administered by a learning management system with appropriate technical support for program and students. It employs multiple methodologies and emphasizes how the content has real-life application. Online learning is user friendly, student-centered and well-paced, provides technical assistance as well as regular faculty trainer availability and progress reports.”

ACTION: Ms. Zotter made a motion to approve the proposed language; Mr. Bucchianeri **seconded the motion. The motion passed unanimously.**

ACTION: Ms. Zotter made a motion to add language to section 2A requiring orientation; Mr. Bucchianeri **seconded the motion. The motion passed unanimously.**

Document: Draft Criteria

B. Criteria for Review of Application

Provisional v. Full Approval Chart

DISCUSSION: Board members agreed to defer discussion until Board Counsel Ms. Strachan is available.

ACTION: None

1. CHW Certification Application

A. MACHW Focus Group Feedback Review

Comments made by tester CHWs were reviewed.

DISCUSSION: Ms. Lau stated she believes most issues could be resolved with a FAQ. Ms. Cherfils suggested creating a sample completed application. Ms. Hogarty said she would like an adult learning expert to review the application. Ms. Zotter responded that such a review may not be possible based on resources. Board members agreed to change the orientation of all pages to match and update formatting. Board members discussed adding a calculation sheet to the proposed FAQ to help add work hours. Board members talked about supervisor references, and the fact that many supervisors are not allowed to give information. Ms. Zotter will attempt to find information about whether the application being for certification instead of licensure will make a difference; board members can discuss possibly adding an exemption in the final regulation review. Ms. Cherfils stated that if applicants are unable to get references, it is likely they are unable to get a CORI affidavit, as previously discussed. Board members and staff discussed creating a more positive narrative when discussing the application.

ACTION: None

Document: Draft Application

1. Flex Session (cont.)

B. Topics for Next Meeting

DISCUSSION: Board members agreed to discuss how to score the application. The September meeting will be changed to a full day meeting.

ACTION: None

Document: None

1. 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 1:04 pm.

The next meeting of the Board of Certification of Community Health Workers is scheduled for Tuesday, August 22, 2017, at 1:00 p.m.at 239 Causeway Street, Boston, Massachusetts.

Respectfully submitted:

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Name Position Date