

**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 ~ 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>
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	<u>Presentations: "Online Education"</u> A. 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 B. Mariuca Tuxbury Knowledge Hub Manager Commonwealth Care Alliance C. Luz Clinton Patient Navigator Women's Health Network VNA Care Network and Hospice	Draft Presentations	Board Chair
	V	<u>CHW Education &amp; Training Program Application</u> A. Training Program Criteria Review B. Criteria for Review of Application Provisional v. Full Approval Chart	Draft Criteria Comparison Chart	Board Chair

	VI	Regulatory Review A. DPL Office of Occupational School Education Regulations <i>Crosswalk with OCCHW Regs</i>	Draft Crosswalk	MS
	VII	<u>CHW Certification Application</u> A. MACHW Focus Group Feedback Review	Draft Application	Board Chair
	VIII	<u>Flex Session</u> A. Announcement 1-August Meeting Reschedule B. Topics for next agenda		RC
1:00 p.m.	IX	Adjournment: Next meeting scheduled for August 8, 2017.		Board Chair

COMMONWEALTH OF MASSACHUSETTS

BOARD OF CERTIFICATION OF COMMUNITY HEALTH WORKERS

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:

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 9:39 a.m.

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

II. 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

III. 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

IV. Approval of the May 9, 2017 Regularly Scheduled Meeting Minutes

The Minutes of the May 9, 2017 Regularly Scheduled Board Meeting 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

V. Announcements

A. August Meeting Reschedule

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

ACTION: None

VI. 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

VII. 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

VIII. 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 30% 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

IX. 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

X. 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

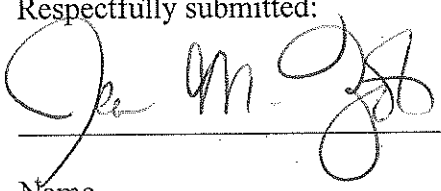
Document: None

XI. 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:

	Chair	8/22/17
Name	Position	Date