

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, June 8, 2021  
12:30 p.m.

General Session is open to the public and will be held via Webex at:  
<https://state.ma.webex.com/state/ma/j.php?MTID=m9f925a2e50e4c7eb13e1d81852666a0d>

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

Meeting Number/Access Code: 161 829 7670

Meeting Password: 6qgPB2U8gZ2

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. May 11, 2021	Draft Minutes	Board Chair
	IV	<u>Review of Training and Education Application</u> A. <u>Berkshire Community College</u>	Application	ED
	V	<u>CHW Workforce Surveillance Survey Discussion</u>	None	Board Chair

Board Meeting Agenda June 8, 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><u>Flex Session</u></b> A. Announcements 1. Regulatory Review Update 2. Board Vacancies Update  B. Topics for future agenda 1. Tiering 2. Reciprocity	None	ED/Board Counsel/Chair
	<b>VII</b>	<b><u>Executive Session: N/A</u></b>	N/A	
	<b>VIII</b>	<b><u>65C Session: N/A</u></b>	N/A	Board Counsel
	<b>IX</b>	<b><u>Adjudicatory Session: N/A</u></b>	N/A	Board Counsel
4:00 p.m.	<b>X</b>	<b>Adjournment:</b> Next meeting scheduled for July 13, 2021.	N/A	Board Chair

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

**June 8, 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  
Hugo Santos | Community Health Worker 3

**Board Members**

**Not Present:**

Sharon George | Community Health Worker 4  
Sheila Och | Community Health Worker 2

**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  
Eleanor Montgomery | 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 12:39 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; Susan Dargon-Hart: Present; Denise Lau: Present; Catherine Bourassa: Present; Hugo Santos: Present. Absent: Sharon George, Sheila Och

II. **Conflict of Interest | Approval of Regular Session Agenda**

Ms. Santarelli asked members to review the agenda.

DISCUSSION:

None.

ACTION:

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

**Document:** June 8, 2021 Agenda

III. Approval of Minutes: May 11, 2021

DISCUSSION:

Ms. Santarelli and Ms. Lau presented some edits to the minutes. Ms. Santarelli asked if Board staff had posted a notice that clarified that the waiver of CEUs still meant that certificate-holders needed to renew. Board staff stated that renewals are coming in and that notices were mailed to all certificate-holders.

ACTION:

Motion to approve the May 11, 2021 minutes as with edits by Ms. Santarelli, seconded by Ms. Joanne Calista and passed unanimously by roll-call vote as follows: Claire Santarelli: yes; Joanne Calista: yes; Susan Dargon-Hart: yes; Denise Lau: yes; Catherine Bourassa: yes; Hugo Santos: yes; Absent: Sharon George, Sheila Och.

**Document:** May 11, 2021 Minutes

IV. Review of Training and Education Program: Berkshire Community College

Executive Director, Mr. Steven Joubert presented a comprehensive overview of the training program application to the Board. It allows for a cohort of 15-20 participants. It is a 94-hour, hybrid program conducting 50% online learning and 50% in-person learning. Throughout the application, the program emphasized its focus on the ten Core Competencies and special health topics as they relate to the local area.

Ms. Calista pointed to the title of the course (Certified Community Health Worker) and noted that the word “certified” may cause people to believe that paying for and participating in this course will provide them with certification. She recommended that it drops the word “certified” throughout the course. Ms. Susan Dargon-Hart and Ms. Lau voiced their agreement.

Ms. Santarelli pointed Board members to their tool to determine eligibility for training and education programs. They went through each point of 272 CMR 5.00: Community Health Worker Education and Training Programs, section 5.03: Minimum Standards for Full Approval. With regard to 272 CMR Section 5.03(1)(d)(3) “maintain ongoing fiscal health to ensure that the program will not be discontinued before a cohort of students who have commenced the curriculum have had adequate time to complete it,” Ms. Calista

pointed out that the program had a significant operation loss. She explained that it was out of context and did not believe that it was relevant to its eligibility but wanted others' opinion. Ms. Santarelli stated that she agreed. Mr. Joubert elaborated that the institution had received approval from the Division of Professional Licensure, which indicates that they have substantial cashflow.

Ms. Santarelli asked Board Counsel if the Board could vote to approve the program conditionally or if they would need to resubmit the materials with the amendments. Board Counsel, Ms. Mary Strachan replied that if the edits were minor, they could vote to approve it pending the revisions. However, if it were to require more substantial changes, the Board could approve with pending edits, ask them to provide more information, or invite a representative to attend a Board meeting where they could answer questions in real time. The Board determined that they would sift through the application in order to provide feedback.

Ms. Santarelli noted that the program did not submit a Certificate of Completion. Ms. Lau pointed to the English writing proficiency and minimum 10th grade level education and explained that this could be a barrier as there is no education requirement for certification. Ms. Strachan replied that the Board would need to include this in the instructions for programs that they are evaluating based on these criteria as it is not discussed in the regulations.

Regarding 272 CMR Section 5.03 (1)(f)(3): student rights and grievances, Ms. Calista noted that many field placements would require a CORI, which was outside of the realm of the Board. However, she stated that a positive CORI may be a barrier to field placement and wondered what the options the program had for someone who may be precluded from field placement.

Ms. Lau noted that the computer lab is open from 8-4 on business days and worried that this could be a barrier for people who work 9-5 as they would not be able to access the school's lab. Ms. Calista stated that she felt the Board should be mindful about their expectations as many organizations may not even have the resources to provide computer access to their students. Ms. Santarelli replied that this was a good point and asked to reflect on how far the Board expects training programs to go to mitigate barriers to participation.

Ms. Santarelli commended the application on its thoughtfulness with student proficiency in the program. Ms. Calista pointed to the *Evaluation Rubric for Online Discussion* and stated that the language proficiency requirement could be unfair to non-native English speakers. Ms. Lau and Ms. Dargon-Hart agreed.

After reviewing the application with the tool, Ms. Santarelli opened the floor for additional comments regarding the application. Ms. Lau pointed to the plans for alternative means of learning should there be inclement weather or another pandemic and stated that the regulations did not mention this. Ms. Santarelli noted that the Board currently had a waiver in place that did not limit the number of in-person hours. Ms.

Strachan explained that this waiver would be rescinded after the state of emergency ended on June 15, 2021 but the Board could revisit this requirement.

The Board summarized their comments so that Mr. Joubert could present the feedback to the program staff and invite them to come to the next Board meeting.

Ms. Santarelli acknowledged comment in the WebEx chat. A member of the public asked if a potential training program should use the “normal” or temporary COVID-19 program state for its application, as many programs are currently transitioning. Ms. Lau recommended submitting based on the “normal” program and include information about potential adjustment to meet goals. Ms. Calista agreed.

ACTION:

None.

V. CHW Workforce Surveillance Survey Discussion

DISCUSSION:

Ms. Santarelli updated the Board that DPH, the Office of Community Health Workers, and their partners have a survey in the field right now. It was delayed by about a year due to the COVID-19 pandemic and it is a repeat of a 2016 survey to better understand the landscape of CHWs in Massachusetts. Its purpose is to not only capture workforce demographics but also to better understand the types of roles that they have and the types of organizations that they work in. It additionally asks about the impact of COVID-19 on the workforce. Lastly, there is a new section that is assessing the impact of certification. The goal is to conduct the survey every four years and the response rate was at about 50% at the time of the meeting. Ms. Santarelli noted that she would share the results with the Board once they are available. Ms. Calista offered to provide assistance with outreach.

ACTION:

None.

VI. Flex Session

A. Announcements

i. Regulatory Review Update

Ms. Strachan stated that there was no update since last meeting.

ii. Board Vacancies Update

Mr. Joubert stated that names have been submitted to the Governor’s office but that there is no new update.

B. Topics for Future Agenda

Ms. Santarelli stated that she would like to discuss the impact of COVID-19 on training programs both broadly and regarding online learning.

Ms. Santarelli acknowledged another comment in the WebEx chat. A member of the public stated that programs which offer credit and financial aid may be tied to some admissions requirements. She pointed specifically to English language proficiency, stating that CHWs need to be able to document in proficient English on a team with doctors and nurses. This does not mean that they won't be valued for their bilingual ability, especially since they will act as a liaison between their community. She explained that many programs affiliated with higher learning do not have the autonomy to be flexible on requirements set by the parent institution. Ms. Calista replied that this was a good point and felt that she would like to see more pipelines outside of traditional college settings and to have a larger discussion on this.

VII. Adjournment

Motion to adjourn the meeting at 3:22 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; Susan Dargon-Hart: yes; Denise Lau: yes; Catherine Bourassa: yes; Hugo Santos: yes Absent: Sharon George, Sheila Och.

The next meeting of the Board of Certification of Community Health Workers is scheduled for Tuesday, July 13, 2021.

Respectfully submitted:

The Board of Certification of Community Health Workers