

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, October 13, 2020
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=mf8b3387291ccc77a9330ab11e465241c>
Call-In Telephone number 1-866-692-3580 (toll-free)
Meeting Number/Access Code: 171 400 3303
Meeting Password: PKn3BmfJE76

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		Board Chair
	II	Conflict of Interest Approval of Agenda	Draft Agenda	Board Chair
	III	Approval of Minutes: A. February 11, 2020 B. June 9, 2020	Draft Minutes	Board Chair
	IV	Continuing Education A. CHW Certification Renewal Dates B. Process Map for Continuing Education Approval	CE Provider Applications	Board Chair
	V	CHW Renewal Survey - Update	Discussion	ED

	VI	Board Member Vacancies Update	Discussion	ED
	VII	Role of Board Members A. General Responsibilities of Board Members B. Communications	Discussion	Board Chair and Board Counsel
	VIII	<u>Flex Session</u> A. Announcements 1. Clarification on Core Competency Training Provider electronic application 2. Core competency training for formerly incarcerated women 3. Extension of Experience Only Pathway. Sunset Date: June 29, 2021 B. Topics for future agenda 1. CHW Education & Training Program IT Business Requirement Updates 2. Reciprocity 3. Tiering 4. Training Program Application Review	None	

	IX	<p><u>Executive Session:</u> 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.</p> <ol style="list-style-type: none"> 1. Specifically, the Board will discuss and evaluate the Good Moral Character as required for registration for pending applicants. 2. 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. <p>The Board will not reconvene in public session subsequent to the closed session(s).</p>		
	X	<u>65C Session: N/A</u>	N/A	Board Counsel
	XI	<u>Adjudicatory Session: N/A</u>	N/A	Board Counsel
4:00 p.m.	XII	<u>Adjournment:</u> Next meeting scheduled for November 12, 2020.	N/A	Board Chair

COMMONWEALTH OF MASSACHUSETTS
BOARD OF CERTIFICATION OF COMMUNITY HEALTH WORKERS

BOARD MEETING MINUTES

Tuesday, October 13, 2020
12:30pm

VIA WEBEX

239 Causeway Street
Room 417
Boston, MA 02114

Board Members Present: Claire Santarelli, DPH, Chair
Joanne Calista, Community Health Worker Training Organization Representative, Vice Chair
Sheila Och, Community Health Worker 2
Sharon George, Community Health Worker 4
Susan Dargon-Hart, Massachusetts League of Community Health Centers Representative
Denise Lau, Public Board Member

Board Members Not Present: Hugo E. Santos, Community Health Worker 3
Catherine Bourassa, Community-Based CHW Employer

Staff Present: Steven Joubert, Executive Director, BHPL
Mary Strachan, Board Counsel, DPH
James D. Neal, Office Support Specialist, Temp, BHPL

- I. Call to Order and Determination of Quorum
Ms. Claire Santarelli, Board Chair, called the meeting of the Board of Certification of Community Health Workers to order at 12:48 p.m. and provided verbal notice of recording. A quorum was established with members present via WebEx as follows: Joanne Calista: Present; Susan Dargon-Hart: Present; Sharon George: Present; Denise Lau: Present; Sheila Och: Present; Claire Santarelli: Present. Abstained: None; Recused: None; Absent: Catherine Bourassa, Hugo Santos.
- II. Approval of Board Meeting Agenda
The meeting agenda was reviewed.

DISCUSSION:
None.

ACTION:

Ms. Denise Lau made a motion to approve the agenda as presented; Ms. Joanne Calista seconded the motion. The motion passed unanimously by roll call vote as follows: Joanne Calista: Present; Susan Dargon-Hart: Present; Sharon George: Present; Denise Lau: Present; Sheila Och: Present; Claire Santarelli: Present. Abstained: None; Recused: None; Absent: Catherine Bourassa, Hugo Santos.

Document: October 13, 2020 Board Meeting Agenda

III. Approval of Minutes:

A. February 11, 2020

DISCUSSION:

Board Counsel, Ms. Mary Strachan, presented some clerical edits.

ACTION:

Motion to approve the February 11, 2020 minutes with edits by Ms. Santarelli seconded by Ms. Lau and passed unanimously by roll call vote as follows: Joanne Calista: Present; Susan Dargon-Hart: Present; Sharon George: Present; Denise Lau: Present; Sheila Och: Present; Claire Santarelli: Present. Abstained: None; Recused: None; Absent: Catherine Bourassa, Hugo Santos.

Document: February 11, 2020 Minutes

B. June 9, 2020

DISCUSSION:

None.

ACTION:

Motion to approve the June 6, 2020 minutes as presented by Ms. Dargon-Hart seconded by Ms. Lau and passed unanimously by roll call vote as follows: Joanne Calista: Present; Susan Dargon-Hart: Present; Sharon George: Present; Denise Lau: Present; Sheila Och: Present; Claire Santarelli: Present. Abstained: None; Recused: None; Absent: Catherine Bourassa, Hugo Santos.

Document: June 9, 2020

IV. Continuing Education

A. CHW Certification Renewal Dates

Ms. Santarelli explained that the Continuing Education applications for both individuals and providers were still live on the Board's Website. She said that she wanted to discuss if it made sense to keep those application live on the website. She elaborated that the date for certification renewal was approaching and the Board needs to revisit the process for receiving, reviewing and approving CEU applications.

DISCUSSION:

Ms. Santarelli recalled that the first CHW certification was issued in December 2018. She said that would mean the CHW certification would be coming up for renewal soon but the CHW would not have completed any CEUs because there are no approved CEU Training Providers approved by the Board yet. Ms. Santarelli asked the Board to clarify whether or not the Board voted to extend the renewal date. She mentioned that she thought the certifications were extended to June 2021, but said it was possible that June date was related to the sunset of experience only date.

Ms. Strachan clarified that there are a couple different issues. She said that one issue is that the licensees who are due to renew in December 2020 are not able to comply with the renewal requirements because the Board does not have an approved CEU provider. She explained that the Board has the authority to waive the CEU requirement for the affected licensees. She explained that the sunset issue is related to the Experience Only Pathway, because the Board does not have training programs. She noted that the Experience Only Pathway is set to expire in June of 2021.

Ms. Strachan explained that there is also an issue regarding CHW renewal. She said that Mr. Joubert has been discussing that issue with the Bureau's Chief Legal Counsel.

Mr. Joubert explained that he believed that the renewal date for CHWs had been extended to June 29, 2021 by the previous Executive Director. He said that he thought it was due to the fact that there were no approved CEU providers. He said those dates could be pushed back by the Board.

Mr. Joubert discussed the Core Competency Educational Provider application. He explained that the application requires a lot of attachments to be uploaded as is it designed and it is cumbersome and does not flow well. He said that he anticipates numerous complaints from the CHW Community as a result. He said that an alternative to uploading the documents is that the documents could be sent by U.S. mail or emailed to the Board.

Ms. Strachan explained to the Board that they need to take a vote on the renewal extension. To change the sunset date for the Experience Only Pathway to certification would require a regulatory change. A regulatory change would require going through the same process the Board followed for the initial CHW regulations, including holding a public hearing Ms. Strachan noted that the regulatory change process is a lengthy process and advised the Board that should start that process now.

Ms. Strachan also recommended that the Board take a vote to change the renewal date to June 2021 in light of the fact there are no CEU providers yet. Then take another vote to amend the regulation with regard to the sunset date for the Experience Only Pathway.

Ms. Strachan explained that the law that set up the Board specifically says stated renewal should occur on the two year anniversary of the date the CHW was certified. She said that except for the Nursing Boards, all other Board renew on a specific date, not a rolling date as is the case with the CHWs. She said the language in the regulations mirrors the language in the law. She said that it would be easy for everyone to a specific renewal date, for example January 1st.

Ms. Santarelli asked for a recommendation for parameters on a motion to waive CEU requirements for renewal. Ms. Strachan recommended that Board waive the CEU requirement for one renewal cycle for the CHWs who have certification about to expire, specifically those certifications that will expire between December 2020 and June 2021. Adding that hopefully the Board have approved CEU programs by or before that time.

Ms. Santarelli acknowledged a member of the public who posed a question in the WebEx chat bar. The member of the public noted that she would like to see the Board waive the CEUs for renewal until CEU programs were available. Ms. Strachan responded that this was a good point but clarified that the Board would still need to move forward with approving CEU providers in a timely manner. Ms. Santarelli stated that she wanted to be sure that the Board voted on language that was broad enough to mitigate unintended consequences and also minimize the burden on certified CHWs. She explained a potential scenario where the Board only has a small amount of approved CEU providers by the next renewal cycle and the Board has unintentionally forced all certified CHWs to attend the same few Continuing Education classes. Ms. Joanne Calista agreed that she would like to minimize this burden, given that it is not the fault of CHWs that there are no CEU providers available yet. She also acknowledged that CHWs have been disproportionately affected by the COVID-19 pandemic.

Given the rolling renewal date, Ms. Santarelli asked what the Board should consider as a cut-off date for the CEU waiver. Ms. Sheila Och suggested that they consider a waiver of CEUs for CHWs *until there are CEU providers available or by a specified date, whichever happens later*. Ms. Santarelli suggested that the waiver be more than six months so that the Board would have time to approve both CHW training and CEU programs.

Ms. Och remarked that she believed that Board had created a pathway for CHWs to individually submit CEUs to be approved without the entity being approved by the Board. Ms. Santarelli clarified that this was true, but reinforced that she wanted to waive the deadline so that this was not the only option available to CHWs looking to renew. Ms. Lau asked if CHWs who went this route would be able to apply CEUs that they accumulated during the waiver period towards their next renewal, if they hadn't already claimed them. Board Counsel, Ms. Mary Strachan clarified that if a CHW chose to take CEUs even though the deadline had been waived, they could submit them to receive credit for when they are due.

Executive Director, Mr. Steven Joubert commented that, from an operational standpoint, he felt it would be more viable to extend the renewal date for a year but not waive the requirement for CEUs. Ms. Calista noted that the word "waiver" could cause confusion and wanted to avoid it. Ms. Strachan replied that, since the renewal requirement for CEUs was in the regulations, legally speaking, this would be considered a waiver. Ms. Santarelli noted that clear language about waiving the *deadline* for CEUs rather than waiving the *requirement* may alleviate confusion. Ms. Strachan told the Board that she could write a notice for the Board's website that explained the waiver in plain language. She further clarified that this waiver was not a permanent change.

Ms. Och asked if the motion passed, would it mean that if the Board does not have an approved CE provider, then the affected CHWs would not have to submit proof they completed their CEUs? Ms. Strachan and Ms. Santarelli confirmed her understanding of the motion.

A member of the public asked a question in the WebEx chat bar: if a CHW has already completed their CEUs for renewal, can they submit their application for renewal in 2021. Ms. Santarelli replied that there would be no reason for the Board to deny this and clarified that a waiver would be a means for the Board to honor the fact that they have not yet approved CEU providers for CHW certification renewal.

ACTION:

Motion by Ms. Santarelli, seconded by Ms. Dargon-Hart to waive the deadline for the completion of CEUs for the renewal of Community Health Worker certifications set to expire between December 1, 2020 and December-31, 2021 and extend the deadline for one year, or until the Board approves CEU vendors, whichever comes later. Unanimously adopted by roll call vote as follows:

Claire Santarelli: Yes; Sheila Och: Yes; Joanne Calista: Yes; Susan Dargon-Hart: Yes; Sharon George: Yes; Denise Lau: Yes; Abstained: None; Recused: None; Absent: Catherine Bourassa, Hugo Santos.

Ms. Santarelli asked Ms. Strachan if the Board needed to vote on any language that Board Counsel would draft for the Board's website clarifying the decision to extend the deadline of completion of the CEUs for the impacted CHWs. Ms. Strachan replied that it would not be necessary. Ms. Santarelli asked about revising the FAQ. Ms. Strachan said that since Gale and Erica did the first draft of the FAQs it would make sense for them to update the FAQs. Ms. Santarelli agreed.

Ms. Santarelli asked Ms. Strachan to confirm her understanding of the process flow for reviewing and approving submitted CEU provider application. She noted that the application is brief. She said that the training providers would submit their application, a blank copy of the certificate of completion, the facilitator or instructor resume electronically to the Board via the MultiBoard Admin email and then Board staff would include those documents in the next Board meeting packet. The Board members would review the information in advance of the meeting and take a vote on the application at the Board meeting.

Ms. Strachan confirmed the Ms. Santarelli's understanding was correct. Ms. Santarelli said the Office of CHW could start to get the word out that the Board is ready to receive those applications as the Office of CHW is often in touch with educational providers.

Ms. Santarelli asked to move ahead in the agenda to discuss the sunset of the Experience only Pathway.

A. Process Map for Core Competency Education Program Approval

Mr. Joubert gave the Board an update about bottle-necks within MLO (My License Office) that have made it difficult for training programs to use it to submit training programs for Board review.

DISCUSSION:

Mr. Joubert suggested that the Board consider allowing the Education and Training program vendors to submit their application and fees via MLO and then submit their materials via email to Multiboard.Admin@MassMail.State.MA.US or via U.S. mail. This would expedite the process and allow the Board to start approving educational vendors soon. Ms. Santarelli asked if the application would come before the Board again to review. Mr. Joubert stated that Board staff would not make any changes to content, just to format in order to make it compatible with the current iteration of MLO. He additionally recommended a character limit to the open response questions on the application. Ms. Santarelli stated that she was enthusiastic about finding a means to move forward with the vendor application as the Board had voted to move forward with it close to a year ago at this point.

At 2:26 pm, Ms. Sharon George let the Board know that she had received a call from the hospital and would need to leave the WebEx call. Without her, the Board did not have quorum and did not resume the discussion.

The next meeting of the Board of Certification of Community Health Workers is scheduled for Tuesday, November 10, 2020 at 12:30 pm **via WebEx**.

Respectfully submitted:

The Board of Certification of Community Health Workers