

COMMONWEALTH OF MASSACHUSETTS

BOARD OF CERTIFICATION OF COMMUNITY HEALTH WORKERS

BOARD MEETING MINUTES

Tuesday September 11, 2018

12:30 p.m.

239 Causeway Street

Room 417

Boston, MA 02114

Board Members

Present:

Jean Zotter, DPH, Chair

Joanne Calista, Community Health Worker Training Organization
Representative, Vice Chair

Steven Bucchianeri, Massachusetts Association of Health Plans
Representative

Sheila Och, Community Health Worker

Denise Lau, Public Board Member

Peggy Hogarty, Massachusetts Public Health Association Representative

Catherine Bourassa, Community-Based CHW Employer

Shawn Matthews, Community Health Worker

Board Members

Not Present:

Maritza Smidy, Community Health Worker

Henrique O. Schmidt, CHW, Board Secretary

Staff Present:

Roberlyne Cherfils, Executive Director, BHPL

Philip Beattie, Assistant Executive Director, BHPL

Mary Strachan, Board Counsel, DPH

Mary Hager, Office Support Specialist I, BHPL

Gail Hirsch, DPH Office of CHWs

Staff Not Present:

Vita Berg, Chief Board Counsel, DPH

Erica Guimaraes, DPH Office of CHWs

Visitors:

Sanouri A. Ursprung, PhD, Director Office of Statistics and Evaluation,
Bureau of Community Health and Prevention

General Public

I. Call to Order and Determination of Quorum

It was determined that a quorum of the Board was present. The meeting was called to order at 12:35 by the Board's Chair, Jean Zotter. Ms. Zotter asked that Board Members and Staff to introduce themselves. Ms. Zotter then invited the audience members to introduce themselves. Ms. Zotter made an announcement to inform all present that the meeting was being recorded.

Shawn Matthews entered the Meeting at 12:36

II. Approval of Board Meeting Agenda

DISCUSSION: Ms. Zotter reviewed the September 11, 2018 Agenda. Ms. Strachan reminded all Board Members to be sure to speak into their microphones to allow for the best recording possible. Ms. Zotter announced that Dr. Ursprung would arrive at 3 pm to make her presentation, which was agenda item six. Ms. Zotter stated that the Board would shift the agenda to accommodate for the presentation and if any matters were skipped, they would be added to the next meeting's agenda.

ACTION: Ms. Zotter made a motion to approve the September 11, 2018 Agenda. Mr. Bucchianeri seconded the motion. The board voted unanimously to approve the agenda.

DOCUMENT: September 11, 2018 Board Meeting Agenda

III. Approval of the July 10, 2018 Minutes

DISCUSSION: The Board members took a few minutes to independently review the minutes. Ms. Zotter commented that she had made edits but was not sure whether or not she had submitted them to Ms. Cherfils. Ms. Strachan informed Ms. Zotter that the minutes could be deferred to allow for edits to be submitted. Ms. Zotter decided to defer the minutes to the next meeting. Ms. Cherfils made an announcement to check for any conflicts of interest with the agenda. It was decided that there were none.

ACTION: No action taken.

DOCUMENT: July 10, 2018 Draft Minutes

IV. Individual CHW Application:

A. CHW Certification One Pager

DISCUSSION: Ms. Zotter announced that she would be leaving the Department of Public Health on October 17, 2018. Ms. Zotter announced that she may stay on as Chair until a replacement was found. Mr. Beattie announced his departure from the Bureau of Health Professions Licensure.

Ms. Zotter requested an update on the launch of the CHW Individual Certification applications. Ms. Cherfils announced that the application has been successfully built, tested, and pushed into production within the Bureau's database, My License Office (MLO). She announced that the updates to the webpage were in their final stages, and that the only remaining hurdle was in the software's ability to allow for correspondence. Ms. Cherfils stated that optimistically she hoped to be able to go live with the application on October first.

Ms. Strachan drew attention to the Bureau's Cloud Migration project and webpage developments, and inquired how that was affecting the webpage updates. Ms. Cherfils stated that the updates were being made, and she was in the process of reviewing them. She informed the board that the updates were just not visible to the public yet. Ms. Cherfils stated the updates should be able to be published by the end of the following week. The main update she was focused on was having the page for Community Health Workers listed on the BHPL homepage.

Ms. Cherfils confirmed that the draft regulations had already been replaced with the finalized regulations, and that the new policies were posted. Ms. Zotter began to address the plan for communicating these updates with the public. She announced a press release was being constructed with the help of the Commissioner's Office, and that there was a draft communication plan that had already been constructed. Ms. Zotter stated there was a focus on local news outlets and asked for board members' suggestions for groups to add to the list to receive the press release. Ms. Hogarty recommended hiring organizations be notified when the press release is sent. Ms. Hirsch outlined the various platforms MACHW was preparing to use to spread the news. Ms. Hirsch wanted to make sure that all information that would be sent out was clear and consistent in announcing that only one of the two certification paths would be available when the Board first begins accepting applications.

Ms. Strachan inquired about whether MACHW had the resources to spread the updates in languages other than English, acknowledging that BHPL did not have the resources for multi-lingual outreach. No one had an answer but Ms. Hirsch acknowledged it was a good idea and something that should be looked into.

Ms. Zotter introduced the Certification One-Pager, and asked for comments from the Board. Ms. Hirsch drew the Board's attention to the pathway chart on the back page. She recommended that the sections outlining the number of work hours needed to apply have a specified time frame applied to them. Ms. Och recommended removing the specification of fall 2018 from the note alerting readers that the Training Pathway was not available for applications at this time. Ms. Hirsch suggested two grammar edits near the beginning of the sheet. Ms. Lau asked for reasoning of using the full title "Community Health Worker" and its abbreviation, "CHW" throughout the document. She recommended that "CHW" be changed to the spelled out title under the fourth bullet of the "Why Certify CHWs?" section. She suggested the bullet following just say "the Board" and remove the word "also" from the sentence. Ms. Lau suggested the creation of another bullet to outline or explain the ten core competencies and their origin. Ms. Zotter

said that information didn't necessarily fit under the title of "Why Certify CHWs?" Ms. Cherfils suggested changing the title to allow the information to fit. The Board did not want to reword the title. Ms. Hogarty pointed out that two of the bullets in this section seemed to state the same information about the certification being voluntary. Ms. Cherfils outlined the changes to be made to the information in this section for clarification. Ms. Zotter suggested removing the fourth bullet altogether. Ms. Och requested to change the wording on the fifth bullet to reflect that not all CHWs are hired positions. Ms. Zotter wanted to make sure that it be specified that training programs have to be completed at a board approved program. Ms. Cherfils returned to a previous comment asking if the one pager was meant to be an online or paper resource, due to the inclusion of links throughout. She said it was meant to function as both and informed the board she was in the process of getting simplified URL's to include so the links would be findable from a printed copy. Ms. Zotter asked Mr. Matthew's opinions of the document. Mr. Matthews suggested keeping in mind the readability of the document, being aware of the potential education level of the target audience. Ms. Och drew the Board's attention to the list of qualifications for certification. She wanted to know if the one pager should list that a social security number is required on the application. Ms. Cherfils recommended that it not be listed on the one-pager for fear that it may discourage people in the process of obtaining a social security number from applying.

Ms. Cherfils reviewed the changes to the document for clarification prior to the vote. Within the first section the only change is in the last bullet point to make the word 'service' plural, so that the sentence reads, "Provide a range of services..." Within the second section, "Why Certify CHWs?" the first bullet will remain, with the word 'a' added so that the sentence reads "The purpose of certification is to create a better..." The second bullet is remaining with the word 'voluntary' being removed. The third bullet will remain unchanged. The fourth bullet is being removed. The fifth bullet is staying, but being reworded to read as "The State does not require certification of CHWs. CHWs do not need to be certified to work or to continue working as a CHW." The final bullet is staying with the abbreviation 'CHW' spelled out. An additional bullet will be added to address the value of the core competencies. No changes were made to the third section, though the link will become the friendly URL once it is obtained. Within the chart explaining the two pathways to certification the work experience requirements for both paths will be specified to be acceptable over a course of ten years. For the training pathway the 80 hours of core competency training will be specified as a board approved training program. The final edit will occur to the asterisk within that box, which will be changed to remove 'in Fall 2018' from the sentence "Will become available when the Board begins to approve CHW Training Programs."

ACTION: Ms. Calista moved to approve the changes. Ms. Och seconded the motion. The board voted unanimously to approve the edits.

DOCUMENT: CHW Certification One Pager

V. Education & Training Program Application
A. FAQs

DISCUSSION: Ms. Cherfils updated the Board on the status of the Training Program Application. She explained that while edits were underway, the Bureau is in the process of migrating data usage to the Cloud. This migration has placed the bureau in an IT freeze of creating new pieces, which means the earliest the application could begin to be built within the computer system is January 2019. Ms. Zotter requested the Board's opinion as to how the lack of the training program application pathway may impact the CHW workforce. The Board members expressed their opinions and suggested having paper only submissions to bypass the IT freeze. The Board was informed that that would not be an option at this time.

Shawn Matthews left the room.

Shawn Matthews re-entered the room at 1:50.

Ms. Zotter turned the Board's attention to continuing their edits of the FAQ document from the previous meeting. The Board reviewed a few questions to find where they left off. The Board debated word choice edits to the answer of question 17 to promote its clarity. For question 18, the Board discussed edits for improved clarity and consistency.

Ms. Zotter called for a break at 2:00 pm.

Ms. Zotter restarted the meeting, after reestablishing quorum at 2:15.

The Board resumed editing the FAQ at question 19.

Denise Lau and Shawn Matthews re-entered the meeting at 2:18.

Mary Strachan re-entered the room at 2:20.

The Board decided to remove question 19 altogether. For question 20, a sentence was added to address programs in warning status. The Board decided they would obtain CEU information from training programs from an annual report instead of adding it to the application. Ms. Cherfils outlined several places in the existing answer that needed clarification. More clarity is required around what constitutes a board approved training program, and a guideline needs to be established to outline the breakdown of college credits and how they will translate into CEUs. A designation should be included for training programs with a warning status, and more information regarding co-sponsors and annual reports. No changes were made to question 21. The Board discussed logistics of properly certifying the completion of training courses. For question 23 the Board worked on wording edits to provide the most clarity in its answer.

Dr. Sanouri Ursprung entered the meeting at 2:59.

The Board finalized word edits for the last two questions of the FAQ. Ms. Zotter recapped the changes to be made to the document before calling for a vote.

ACTION: Ms. Zotter moved to approve the edits to the FAQ. Ms. Bourassa seconded the motion. The Board voted unanimously to approve the edits.

DOCUMENT: FAQ Draft CHW TP Application

B. Scoring Tool

DISCUSSION: Deferred for the October meeting due to lack of time.

ACTION: None

C. Curriculum Form Review

DISCUSSION: Deferred for the October meeting due to lack of time.

ACTION: None

VI. CHW Workforce Presentation

A. Survey Results by the Bureau of Community Health and Prevention/
Workforce Development Data Gathering

DISCUSSION: Ms. Zotter introduced Dr. Ursprung. Ms. Hirsch provided background on the study to be presented and explained why the study was developed. Dr. Ursprung began her presentation of the data collected from the Massachusetts statewide Community Health Worker Surveillance Survey. She outlined the areas similar studies had failed to explore, explaining how this survey attempted to fill those gaps. Dr. Ursprung outlined the methods used to construct and distribute the survey. Dr. Ursprung outlined several aspects of results from the survey.

Shawn Matthews left the room.

Shawn Matthews reentered the room at 3:23.

Sheila Och left the meeting at 3:32.

Dr. Ursprung concluded the presentation by explaining that this study was meant to be the first in a series over several years to monitor the changes to the Community Health Workers workforce that will arise from the availability of professional certification. Ms. Zotter opened the floor for questions about the presentations.

Shawn Matthews left the room at 3:43.

Shawn Matthews reentered the room at 3:45.

Several board members asked if certain correlations in the data had been looked for. Dr. Ursprung addressed all the ways in which the data had been pulled apart and put back together for the most thorough analysis possible, and informed the board that reports explaining the data were in the process of being reviewed for release. Ms. Cherfils asked

if there were any drawbacks to instituting certifications that had been identified from examining previous surveys of other healthcare professions. Dr. Ursprung responded that most of the research was looking other states who certified CHWs, and did not look as much at certifications for other health professions. Ms. Zotter asked for a definition of ‘over professionalization’, so that the Board would know what to prevent against implementing on the work force. Ms. Zotter requested more information on the reasons people identified as barriers to them wanting to apply for certification.

ACTION: No action was taken.

DOCUMENT: PowerPoint Presentation

VII. Regulatory Drafts
A. Tiering

DISCUSSION: Deferred for the October meeting due to lack of time.

ACTION: None

DOCUMENT: None

VIII. Flex Session
A. Announcement

DISCUSSION: Ms. Zotter reminded the members present that the next meeting was scheduled for October 9th, and she will still be functioning as Chair for that meeting.

B. Topics for Next Agenda

DISCUSSION: The Scoring Tool and Curriculum Form Review on the agenda for this meeting were not addressed and will be deferred to the next meeting. Regulatory drafts concerning tiering will also address at the next meeting.

IX. Adjournment

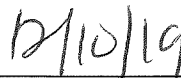
ACTION: Ms. Zotter moved to adjourn the meeting as they had run out of time. Ms. Calista seconded the motion. The Board voted unanimously to adjourn the meeting at 4 pm.

The next meeting of the Board of Certification of Community Health Workers is scheduled for Tuesday October 9, 2018 at 12:30 pm at 239 Causeway Street, Boston, Massachusetts, Conference Room 417.

Respectfully submitted:



Jean Zotter, DPH, Chair



Date

Joanne Calista, Vice Chair

Date