

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 10, 2014

9:00 a.m. – 12:15 p.m.

239 Causeway Street ~ 4<sup>th</sup> Floor ~ Room 417A/B

Boston, Massachusetts 02114

Agenda

| Time       | Item # | Item   | Exhibits  |
|------------|--------|--|---|
| 9:00 am    | I.     | Call to Order, Welcome, and Determination of Quorum                |   |
|            | II.    | Approval of Agenda   | Draft Agenda  |
|            | III.   | Approval of Minutes<br>A. May 13, 2014 Regularly Scheduled Meeting | Draft Minutes   |
| 9:10 am    | IV.    | Chairman's Update  | Summary of Regulatory Action                          |
| 9:15 am    | V.     | Standards and Methods for Certification of Training Programs       | Draft Application and Summary of Domains for Training |
| 10:30 am   |        | Break  |   |
| 10:40 am   | VI.    | Application for Individual Certification                           | Draft Application                                     |
| 11:00 am   | VII.   | Requirements for CHWs Certified as Trainers                        | Memo  |
| 12:00 pm   | VIII.  | Other Business/Announcements                                       |   |
| 12:15 p.m. | IX.    | Adjournment  |   |

**COMMONWEALTH OF MASSACHUSETTS**

**BOARD OF CERTIFICATION OF COMMUNITY HEALTH WORKERS**

**BOARD MEETING MINUTES**

Tuesday, June 10, 2014  
9:00 a.m.  
239 Causeway Street  
Room 417  
Boston, MA 02114

Board Members Present: Geoffrey Wilkinson, Director of Policy and Planning, DPH, Chair  
Sheila Och, Community Health Worker  
Patricia Edraos, Massachusetts League of Community Health Centers (MLCHC), Representative  
Joanne Calista, Community Health Worker Training Organization, Representative  
Henrique Oliveira, Community Health Worker, Secretary  
Charles Joffe-Halpern, Community-Based Community Health Worker, Employer  
Maritza Smidy, Community Health Worker  
Denise Lau, Public Member (arrived at 9:17 a.m.)

Staff Present: Mary Phillips, Executive Director, DHPL  
Ichelle Herbu, Assistant Executive Director, DHPL  
Anson Chu, Office Support Specialist I, DHPL (left at 11 a.m.)  
Vita Berg, Chief Board Counsel, Office of the General Counsel, DPH  
David Murphy Board Counsel, Office of the General Counsel DPH  
Gail Hirsch, Director, Office of Community Health Workers, DPH  
Terry Mason, Consultant, DPH

Visitors: Members of the Public

**I. Call to Order and Determination of Quorum**

A quorum of the Board was present. Mr. Wilkinson, Board Chair, called the meeting to order at 9:08 a.m.

Mr. Wilkinson invited Board Members, DPH staff, and Public Members in attendance to introduce themselves.

**II. Approval of Board Meeting Agenda**

The Meeting Agenda was reviewed.

*ACTION:* Ms. Calista made a motion to approve the agenda; Mr. Och seconded the motion. The motion passed unanimously.

*Document:* June 10, 2014 Board Meeting Agenda

### III. Approval of May 13, 2014 Regularly Scheduled Meeting Minutes

The Minutes of the May 13, 2014 Regularly Scheduled Board Meeting were reviewed.

*DISCUSSION:* Ms. Hirsch recommended changing item I. to “there were” instead of “there was”.

*ACTION:* Ms. Och made a motion to approve the minutes as amended; Mr. Oliveira seconded the motion. The motion passed unanimously.

*Document:* May 13, 2014 Regularly Scheduled Board Meeting Minutes

### IV. Chairman’s Update

*DISCUSSION:* Mr. Wilkinson reminded the Board he will be leaving the Department of Public Health in July to join the faculty of the Boston University School of Social Work. He introduced his successor, Jean Zotter, JD, who will become Board Chair following the July 8 meeting. Ms. Zotter is Director of the Office of Integrated Policy, Planning and Management in the Division of Prevention and Wellness at the Department of Public Health. Her previous responsibilities included directing the DPH asthma prevention program and the Boston Urban Asthma coalition. She has extensive experience in policy and program issues involving Community Health Workers. Ms. Zotter spoke briefly about her enthusiasm for maintaining momentum in developing the state’s CHW certification program. Board members welcomed Ms. Zotter and thanked Mr. Wilkinson for his service. Mr. Wilkinson then referred to a chart, distributed in advance of the meeting, which summarized policy decisions the Board has made relative to its statutory responsibilities. He noted the Board has yet to discuss fees and reciprocity with other states and suggested these issues warrant attention from the Advisory Workgroup. He also noted the Board’s counsel will be using regulations from other boards to propose language concerning disciplinary procedures and similar matters. Ms. Hirsch said it will be important for the Board to issue guidance about the basis on which the Office of CHWs should make decisions about approving continuing education programs (as addressed in the minutes of the Jan. 14, 2014 Board meeting). In response to other Board member comments, Mr. Wilkinson agreed to revise the chart to clarify the Board has decided how to assess core competencies of individual applicants (using reference forms) and that only an exam covering professional ethics will be administered to applicants. It was also noted the Board must still develop an online professional ethics exam, as discussed at the May 13, 2014 meeting.

*ACTION:* None

### V. Standards and Methods for Certification of Training Programs

DISCUSSION:

Mr. Wilkinson reviewed past Board discussions about how to certify CHW training programs, using a summary of domains and standards for training program certification approved by the Board on August 13, 2013. He noted no rubric has been developed to guide decisions about approving or declining training program applications and asked Board counsel for guidance about how specific such criteria must be. Ms. Berg advised that the Board should require training programs to have policies in place for each of the different domains, to guard against potential challenges to Board decisions. She noted that Board members are appointed by the governor for their expertise and that statute allows the Board to use its discretion. The Board would need to be able to articulate its reasons for denying an application. It cannot be arbitrary or capricious in decision making; it needs to have a rational basis for its decisions; and it needs apply its approach consistently, to provide equal protection under the law. Flexibility under the regulations is necessary so the regulations do not become quickly outdated.

Board members discussed their previous decision to require CHW training programs to use CHWs as trainers. They agreed to apply more specific requirements to assure meaningful roles for CHW trainers.

ACTION: Ms. Smidy moved, "Training programs must use certified CHWs in actual delivery of at least 50 percent or more of the required 80 hours in training, on multiple topics. Certified CHWs should also be involved in developing and assessing effectiveness of training program design and delivery." Mr. Joffe-Halpern seconded the motion, which was approved unanimously.

Board members then discussed in detail the draft application form for certification of CHW training programs. Ms. Lau suggested the form should be clarified with respect to whether training programs must record attendance, whether they must conduct annual evaluations for their entire programs or for individual sessions, and whether they should be required to post graduation rates. Ms. Lau and Ms. Och said it was important to clarify Board expectation about cultural and linguistic effectiveness and how training programs will demonstrate how they meet cultural and linguistic needs. Ms. Och noted inconsistent references in the application form with respect to staff and community diversity. Ms. Och also suggested the Board should clarify how training programs should be required to assess mastery of their graduates' core competencies. Ms. Calista questioned whether this should be required of training programs, noting that assessment of core competency proficiency is the subject of current national research and debate. Mr. Wilkinson suggested referring these and similar questions to the Advisory Workgroup, and Board members agreed.

Document: Certification of Training Program draft application and training program domain list and other related documents

[BREAK 10:45 a.m. – 10:55 a.m.]

VI. Application for Individual Certification

DISCUSSION: Mr. Wilkinson presented the revised draft application for individual certification and noted changes made to the application after the Board's last review. Board members were very complementary about the document. It was noted a line should be added for notary signature. It was also noted that while the Division of Health Professions Licensure informs certificate holders when they are due to renew, language on the application should be edited to emphasize the certificate holder's responsibility for renewal. In response to a question from the Board, Ms. Berg noted that none of the boards of licensure currently collect sexual offender records. CORIs will be collected for CHW certification applicants, but Ms. Berg reiterated a point noted in the Board's previous discussion about Good Moral Character: the Board has discretion not to disqualify applicants based on CORI results. Applicants with records of non-violent drug offenses, for instance, might be approved for CHW certification, depending on other aspects of their qualifications and applications.

ACTION: None

Document: Draft CHW application.

VII. Requirements for CHWs Certified as Trainers

DISCUSSION: Mr. Wilkinson reviewed a memo distributed in advance of the meeting about proposed certification standards for CHW trainers. The board was reminded this is a statutory requirement. Board members agreed on the following requirements for certification of CHWs qualified to serve as trainers in certified CHW training programs:

- Must be a Massachusetts certified CHW;
- Must have completed at least 20 hours of Training of Trainers (TOT) in a program approved by the DPH Office of Community Health Workers.
  - TOT training may have been completed at a certified CHW training program, hospital, corporate program, or other setting;
  - TOT training must have focused on *training methods*;
  - TOT training may have covered various topics, e.g., specific diseases, conditions, or populations.
- Must have work experience as a trainer.
  - Experience may have been paid or unpaid and in various roles, e.g., lead trainer, co-trainer, or assistant trainer.
  - Experience may have involved training about various topics and in various settings;
  - Must have experience training CHWs.
- Must supply professional references.

The Board agreed to request the Advisory Workgroup to make recommendations about the number of hours of training experience required and the specific requirements for professional references. The Board also agreed to request the Advisory Workgroup to

make recommendations about requirements for continuing education and renewal of this level of certification.

*ACTION:* The Board agreed to consider a motion approving these conditions, along with additional provisions after considering recommendations from the Advisory Workgroup, at its July 8 meeting.

*Document:* Memo from Geoff Wilkinson regarding proposed requirements for CHWs certified to serve as trainers.

VIII. Other Business/Announcements

None

IX. Adjourn

There being no other business before the Board, Ms. Och made a motion to adjourn the meeting. Mr. Oliveria seconded the motion. The motion passed unanimously. The meeting adjourned at 12:18 pm.

The next meeting of the Board of Certification of Community Health Workers is scheduled for Thursday, July 8, 2014, at 9 a.m. at 239 Causeway Street, Boston, Massachusetts. The meeting will be followed by a good-bye lunch with Mr. Wilkinson at a place to be determined.

Respectfully submitted:

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| Name | Position | Date |
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