



CONNECTICUT  
*Office of Health Strategy*

# Community Health Worker Advisory Body (CHWAB)

December 5th, 2019

# Purpose of Today's Meeting

# CHW Advisory Body

## Meeting Agenda

1. Welcome & Introductions
2. Establish CHWAB governance
3. Review & Discuss training requirements
4. Review and approve internship program recommendations
5. Discuss design groups
6. Certification application update
7. Next steps
8. Adjourn

# Introductions

# CHWAB Membership

## CHWAB Chair

**Dr. Tekisha Dwan Everette**

## CHWAB Support

Vicki Veltri

Stephanie Burnham

Dashni Sathasivam

Jeannina Thompson

## DPH Appointee

Chris Andreson

## Community Health Workers

Mildred Landock

Bianca Noroñas

DeLita Rose-Daniels

Jerry Smart

Nilda Paris

Derricia Parker

## CHW Association of CT

Milagrosa Seguinot

## Community College

Erika Lynch

## Community-based CHW training organization

Michele Scott

## Healthcare Employer

Adriana Rojas

## Healthcare Provider

Jean K. Jacob, PharmD

## CHW Employing Agency

Lee Carenza

# CHWAB Governance

## Appointing a CHW co-chair for the CHWAB

### Criteria:

- Pending CHW certification
- Demonstrated ability to:
  - Facilitate CHWAB meetings in Tekisha's stead
  - Send communications on behalf of the CHWAB
- Attend meetings in-person
- Attend monthly meeting planning calls with CHWAB support team

**Appointment:** Occur prior to the next meeting

**Interested CHW CHWAB members should email Steph & Dashni by Thursday, December 12th, 2019**

# CHWAB Governance

## Governance proposal

The CHWAB will operate on a cooperative (majority votes), as is typical of OHS groups.

**Quorum:** The minimum number of voting CHWAB members need to be present (in person and via phone) at a meeting to make decisions.

**CHWAB quorum:** At least 7 people (50% + 1)

# Today's meeting priorities:

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- **Training program**
  - Minimum number of hours
  - Training modality
  - Instructor qualification
  - Assessment
- **Internship requirements**
  - Length of internship
  - Training provider and Host Agency requirements
  - Internship supervision
  - Internship goals
  - Learning objectives
  - Assessment of knowledge and skills
  - Evaluation
  - Tools and Materials

# **CHW Training Program Requirement Recommendations**

# Recommendations CHW Training Program Requirements

## Program Duration

**Recommendation:** Training programs should include 90 hours of training and an internship with a minimum of 50 hours.

# Recommendations CHW Training Program Requirements

## Key Considerations

**Table 8. Training Hours Required by State**

State	Number of Training Hours	Number of Core Competencies
Florida	30	5+ elective
Massachusetts	80 *(48-hr training to be phased out)	10
Rhode Island	70	9
Texas	160	8

# Recommendations CHW Training Program Requirements

## Program Content

**Recommendation:** The content of training CHWs should consist of the core skills and services utilizing the [Community Health Worker Consensus Project \(C3\)](#) Core Competencies.

# Recommendations CHW Training Program Requirements

## Key Considerations:

The Committee **accepted a modified version of the C3 Core Competencies** (See Appendix B), which were previously discussed and accepted as the key CHW roles and skills by the CHW Advisory Committee in the 2017 Report (pg. 12, para. 1-2, Table 1).

The C3 Core Competencies were developed as part of the CHW Core Consensus Project which, in 2014, brought together national experts to establish core elements of CHW Scope of Practice and Competencies.

# Recommendations CHW Training Program Requirements

## Skills

1. Communication
2. Interpersonal and relationship-building
3. Service coordination and navigation
4. Capacity building
5. Advocacy
6. Education and facilitation
7. Individual and community assessment
8. Outreach
9. Professional skills and conduct
10. Evaluation and research
11. Knowledge base

## Roles

1. Conduct outreach
2. Provide culturally appropriate health education & information
3. Care coordination, case management, and system navigation
4. Provide coaching and social support
5. Advocate for individuals and communities
6. Build individual and community capacity
7. Provide direct service
8. Cultural mediation among individuals, communities, & health and social service systems
9. Implement individual and community assessments
10. Participate in evaluation and research

# Recommendations CHW Training Program Requirements

## Modality

**Recommendation:** Training modality and methodology should follow Adult Learning Principles, include role-playing, and be interactive.

# Recommendations CHW Training Program Requirements

## Key Considerations

The CHW Advisory Committee discussed different types of training modalities and methodologies. They took into consideration guidance from national CHW expert Carl Rush that CHW education be based on **adult learning principles**.

The Committee felt it was critical that training programs be **participatory** in nature, focus on **empowerment, popular education, and IBEST (integrated basic education skills training)**. They further recommended against lecture and quiz formats.

# Recommendations CHW Training Program Requirements

## Modality

**Recommendation:** Training should be delivered in-person or utilize a hybrid approach that includes in person sessions and distance learning in “real-time.” Online training alone should not meet the requirements of certification. At least 40% of the hours of instruction should be taught or co-taught by faculty who are Community Health Workers.

# Recommendations CHW Training Program Requirements

## Key Considerations

- With so many options for online education and training now available, the Committee discussed whether online training modalities would be sufficient for CHW training programs. They considered online, in-person, and hybrid training programs. The Committee took into consideration guidance from national CHW expert Carl Rush who indicated that **in-person training for CHWs is always best, independent online learning is not recommended, and hybrid and interactive TV modes can work well, especially to meet the needs of smaller states and rural areas.**
- The Committee **favored in-person training programs that offer interactive, person-centered activities like role-play and role modeling.** However, they determined that **hybrid models** offer opportunities for potential CHWs who may not be able to commit to a fulltime in person curriculum. Such options may be especially **important in rural areas.** Furthermore, online education has transformed in recent years to provide more “real-time” interactive components that could be beneficial to potential CHWs.
- The Committee **reviewed the requirement from Massachusetts** requiring that at least 40% of the hours of instruction shall be taught or co-taught by faculty who are CHWs or Community Health Worker Trainers. They chose to adapt this requirement by removing “or Community Health Worker Trainers.”

# Recommendations CHW Training Program Requirements

## Instructor qualifications

**Recommendation:** Instructors for CHW training should be inclusive of CHWs with experience in the field, as well as non-CHWs who meet the requirements of the training vendor. Instructors should demonstrate past experience training individuals who provide community health work services, including, but not limited to: Promotores, CHWs, or other health care professionals and paraprofessionals in the previous six years. They should have the knowledge, skills and competence to effectively teach a CHW Core Competency curriculum.

- Instructors who are not CHWs should provide a resume to demonstrate their experience training in the past six years. Other requirements may additionally be defined by the training vendor (i.e. educational background).
- Instructors who are CHWs should have at least three years of experience working full-time as a CHW, proof of completion of a CHW Core Competency Training, and knowledge of group facilitation.

# Recommendations CHW Training Program Requirements

## Key Considerations

- Instructor qualifications varied from state to state.
- The Committee looked at instructor qualifications in-depth for Massachusetts, Michigan, and Texas. Michigan's CHW Training and Instructor training is done by MiCHWA, which is a stakeholder coalition that serves as the hub for CHW information for the state. Since this is not the model for CT, **the committee decided to focus on Texas and Massachusetts**
- Texas requires that instructors are certified by the Department of State Health Services by one of two ways. Must be a Texas resident who is at least 18 years old and (1) completion of an approved 160-hour competency-based Community Health Worker Instructor training program certified by DSHS. Or (2) Experience – At least 1000 cumulative hours of experience training individuals who provide community health work services including promotores, community health workers, and other health care paraprofessionals and professionals in the previous six (6) years.
- **Connecticut currently does not have the infrastructure built for Community Health Worker Instructor training program and liked Texas's experience requirement.**
- Massachusetts just asks what the trainers experience is teaching the CHW core competencies.

# Recommendations CHW Training Program Requirements

## Assessments

**Recommendation:** Assessments of successful training completion should utilize (1) pre- and post-tests, (2) skills assessment, and (3) include a capstone project or portfolio, or a combination of the two.

# Recommendations CHW Training Program Requirements

## Key Considerations

- The Committee agreed that **there should not be just a test** to assess CHWs.
- The Advisory Committee reviewed different types of assessments and reviewed how CHW training programs in Connecticut are currently assessing CHWs in their training programs. The Committee agreed **pre- and post-tests were effective and that there should some assessment of skills, but did not define a specific type of assessment method, feeling that each training program provides ongoing assessments throughout the training.**

# CHW Internship Requirements Recommendations

# Overview of CHW Internships

An internship should be an opportunity for the CHW to observe and practice core CHW skills and services in the field, and to receive additional training, supervision and feedback from professionals working in the public health, health care, non-profit and community settings. (SIM, 2018)

Students who have completed CHW Core Competencies training from an approved provider are required to complete internships with a local employer partner such as a health center, hospital, public health department or community-based non-profit agency.

# Overview of CHW Internships

**Each site will have a formal agreement with the training provider that outlines responsibilities for the agency including supervision of interns and the assessment process.** Students negotiate individualized learning objectives that fit their own career interests and the mission and services of the agency. CHW interns will be encouraged to focus on practicing and enhancing 3-4 key CHW skills on their internship, such as:

- Providing community-based health outreach services
- Co-facilitating a support or educational group along with an agency colleague
- Developing new health education materials or presentations
- Co-facilitating a training or workshop on a designated health topic
- Providing initial client-interviews or intakes
- Supporting clients with chronic disease management, such as the development and implementation of an Action Plan for Self-Management
- Providing client-centered case management services
- Participating in the development and/or implementation of a survey or community diagnosis designed to gather information from the communities served by the agency
- Participating in a community-organizing or public policy initiative or project

# Recommendations CHW Internship Requirements

## Length of internship:

**Recommendation:** Minimum of 50 hours over a period of six months, with option for extension based on circumstances.

# Recommendations CHW Internship Requirements

## Key Considerations:

- The recommendation for a 50-hour internship resulted from research conducted with states that currently certify CHWs. The **recommendation aligns with Rhode Island's 50-hour requirement for an internship**. Kentucky, Missouri and Ohio have more rigorous internship requirements with 80, 60 and 130 hours respectively.
- For the internship to be **a valued, capstone experience**, not just a requirement or obstacle on the way to certification, length needs to be significant.
- To ensure sufficient focus and intensity of the experience, the **duration of the internship should be no more than six months, and preferably over a shorter period**, i.e. 50 hours over a six month period translates to approximately two hours per week—an insufficient amount of time for a meaningful experience for the intern or the host agency.

# Recommendations CHW Internship Requirements

## Internship Host Agencies:

**Recommendation:** Provider of CHW training is primarily responsible for recruiting and coordinating local internship sites; Potential sites include Health centers, FQHCs, hospitals, healthcare practices, public health departments, school-based health centers, libraries or community-based non-profit agencies; Students may also identify a site, including with current employers, to be approved by CHW training provider; If site is with current employer, additional tasks, a project or program must be agreed upon and included in contract/agreement.

# Recommendations CHW Internship Requirements

## Supervision

**Recommendation:** Required at internship site, CHW preferred as supervisor; Orientation for supervisors of internships to conducted by CHW training organization; Continuing Education credits may be awarded to CHW supervisors for a) orientation/training and b) supervision hours; Determine equivalency through research on other states.

# Recommendations CHW Internship Requirements

## Goal of Internship

**Recommendation:** Demonstrate knowledge and perform entry-level CHW skills with professionalism and within ethical boundaries and scope of practice

# Recommendations CHW Internship Requirements

## Learning Objectives

**Recommendation:** Host agency, training organization and CHW intern will agree on individualized learning objectives that fit intern's career interests and the mission and services of the agency; Provide a list of sample learning objectives as a resource.

# Recommendations CHW Internship Requirements

## Knowledge/Skills Assessment

**Recommendation:** Internship host agency and intern will select three to four skills/competencies to assess during internship; CHW interns will self-assess and supervisor will also assess. .

# Recommendations CHW Internship Requirements

## Key Considerations:

- Intern assignments should **add value** to the services provided by the sponsoring organization, and not just help cover routine needs (like the stereotype of “the intern” fetching coffee). Signed agreement template should be developed incorporating learning objectives.
- Documentation: should include a report, presentation or portfolio including reflective assessment of learning experience. This is an integral part of both learning and assessment.
- **Regular meetings** with both “academic” advisor and preceptor should be required, e.g. bi-weekly contact at least by phone. The student’s assignment should **include critical thinking on how services of the sponsoring organization can be improved, from the point of view of a client/patient advocate. Their thinking should not be limited to what they individually are doing.**

# Recommendations CHW Internship Requirements

## Evaluation

**Recommendation:** Robust evaluative process of the internship program with a standardized format to be developed by OHS oversight/umbrella entity will be needed to fine-tune structure; Training provider organizations have primary responsibility for evaluation with reporting to OHS oversight entity; Feedback and data will be needed from CHW interns, CHW training organizations, CHW supervisors and host agency sites; Initial focus on process evaluation; Training provider organizations may add additional questions to standardized evaluation format.

# Recommendations CHW Internship Requirements

## Key Considerations:

- Internship Supervisor should be asked to evaluate the CHW's performance in meeting the terms of the learning objectives halfway through the internship placement (at "midterm") and at the end of the internship. These evaluations are confidential and submitted directly to training provider organization.
- Students evaluate their own performance at the end of the internship, as well as evaluating the internship placement site

# Recommendations CHW Internship Requirements

## Tools and materials

**Recommendation:** OHS oversight/umbrella entity to provide web-based access to online toolkit and materials for organizing managing CHW internships; Tools and materials to include description of internship process, sample contracts/agreements, skills/competencies selection and assessment forms.

# Recommendations CHW Internship Requirements

## Key considerations for tools:

- It should be made clear that the cells in the table must include descriptive standards for each level of performance on each criterion, and not simply a subjective numeric score.
- Rubrics need to include requirements that demonstrate application of lived experience and not just classroom learning.

# Recommendations CHW Internship Requirements

## Assessment rubric example:

Appendix D: Sample Internship Assessment Tools

Rubric for Assessing CHW Performance					
Skill*	Criteria				Notes (excellent practice or areas for improvement;; include in Action Plan)
	Developing	Satisfactory	Proficient		
<b>Communication skills</b> Use language confidently, communicate using plain and clear language, communicate with empathy, document work					
<b>Interpersonal and relationship-building skills</b> Provide coaching and social support, use interviewing techniques, manage conflict, practice cultural humility					
<b>Service coordination and navigation skills</b> Coordinate care, make referrals, follow-up and navigate					
<b>Capacity building skills</b> Help others identify goals, teach self-advocacy skills, build community					
<b>Advocacy skills</b> Contribute to policy development, speak up for individuals and communities					
<b>Education and facilitation skills</b> Use learner-centered teaching, conduct training and presentations					
<b>Individual and community assessment skills</b> Participate in individual and community assessments					
<b>Outreach skills</b> Conduct case finding, recruitment, and follow up					
<b>Professional skills and conduct</b> Time management, practice self-care, use pertinent technology					
<b>Evaluation and research skills</b> Participation in evaluation and research processes					
<b>Knowledge base</b> Knowledge of social determinants, key health issues, public health principles, and community served					

\*See full C3 report for a complete list of specific sub-skills and examples.\*

# Approval

# Design Groups

# Overview of design groups

- Smaller time-limited working group (3 – 5 people) with a singular focus appointed or designated by the CHWAB
- Can be reconvened in the future as needed
- May require additional time commitment to research and make recommendations to the larger advisory body.
- Generally, participation is open to the public to provide the opportunity for other voices to be heard

# What design groups are needed?

- Outreach & Marketing
- Connecticut CHW Code of Conduct
- Personnel committee (appoint individuals to sub-committee or design groups)
- Training vendor requirement
- Evaluating CHW certification
- Other suggestions?

# Certification Application Update

# Certification Application Update

**CHW Application is live:**

<https://portal.ct.gov/DPH/Practitioner-Licensing--Investigations/Community-Health-Worker/Certification-Requirements>

# General Questions

# Meeting Summary Approval

# Looking forward

## **Next meeting:**

January 2<sup>nd</sup> at the CT Behavioral Health Partnership in Rocky Hill  
from 10 – 12pm

## **Upcoming meeting priorities:**

- Training program requirements
- Training vendor approval process

# Contact

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# Adjourn