



# Community Health Worker Advisory Body (CHWAB)

October 1, 2020

# Purpose of Today's Meeting

# CHW Advisory Body Meeting Agenda

1. Welcome & introductions
2. Public comment
3. Meeting summary approval (July and September)
4. Review of September action items
5. Review of Composition of CHWAB Training Vendor Application Review Committee
6. Review of Training Vendor Application Appeal Process
7. Review of Training Vendor Application Evaluation Criteria Rubric
8. Continuing Education Units - preview
9. Review of Governance/By-Laws
10. General Questions
11. Next steps
12. Adjourn

# Introductions

# CHWAB Membership

## CHWAB Chairs

Dr. Tekisha Dwan Everette  
DeLita Rose-Daniels (CHW)

## CHWAB Support

Vicki Veltri  
Laura Morris  
Dashni Sathasivam  
Lindsey Donston  
Leslie Greer

## DPH Appointee

Chris Andreson

## Community Health Workers

Mildred Landock  
Bianca Noroñas  
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

# Public Comment

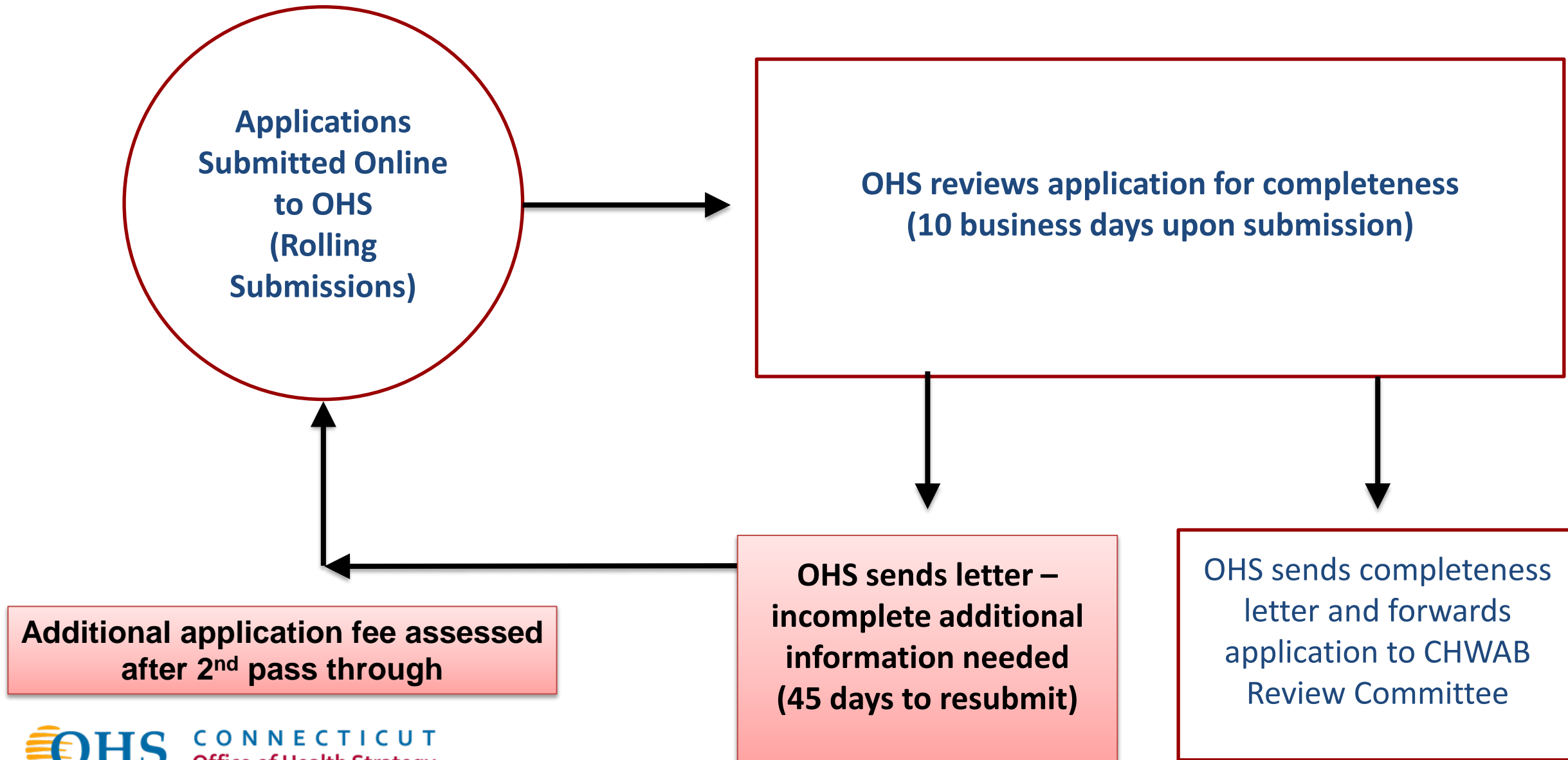
# Meeting Summary Approval

# Review of September Meeting Actions

- Training Vendor Application and Checklist - Approved
- Training Vendor Application Process and Timeframes - Approved



# Application Submitted - Online OHS Portal



# Training Vendor Application Review Committee Composition, Expectations And Requirements

## Maryland

### Committee consists of:

- A CHW
- A health professions educator with expertise in curriculum development
- A State Community Health Worker Advisory Committee member
- An MDH CHW certification program staff member
- As deemed necessary by the Department, an MDH program staff member with subject matter expertise in specialty areas

### Expectations and requirements:

- Term: Serve for 1 year
- State of residency: Must be a resident of the State of Maryland
- Conflict of Interest: Must disclose conflicts of interest related to service on the Review Committee
- Review Committee time commitment: With advance notice, participate in a minimum of 4 half day in-person Review Committee meetings annually with additional time devoted to the review of materials off-site/electronically

## Arizona

### Committee consists of:

- 1 CHW representative from AzCHOW
- 1 representative from Arizona Department of Health Services
- 1 representative from the CHW Workforce Coalition

## Texas

### Committee consists of:

- 4 certified CHWs
- 2 members of the public
- 2 professionals who work with CHWs in a community setting
- Member of the Texas Higher Education Coordinating Board

### Expectations and Requirements:

- Term: 3 years with possible reappointment for one more term
- Attendance: If any member misses 3 meetings in one year they may be removed from the Committee

**Committee consists of:**

- Reps from BC/BS (the plans)
- AHEC
- Public Health
- SC Department of Health and Human Services
- Member who represents NACHW
- 51% CHWs

**Committee consists of:**

- CHWs
- Supervisors of CHWs
- People working in academics related to CHWs
- People working in social service agencies

There are 25 people currently on rotation.

**Expectations and Requirements:**

- Must have 5 years experience working with CHWs
- Term: Must serve for 2 years but there is no term limit
- State of residency: They may live in Indiana or another state
- Stipend: Each reviewer is given \$100 stipend at the end of their review

**Other Information:**

- While they are selected to review a particular curriculum based on availability, the Committee also make a concise effort to create a group of 10 reviewers who vary in sector, years of experience with CHWs, number of prior reviews, and location-- usually 5 from Indiana and 5 from outside of Indiana.
- Each person reviews 2 specific sections of curriculum that aligns to 2 of the 10 CHW Core Roles.
- Each section is reviewed separately by 2 Committee Members.
- No two individuals from the same employer may be selected for the same review.

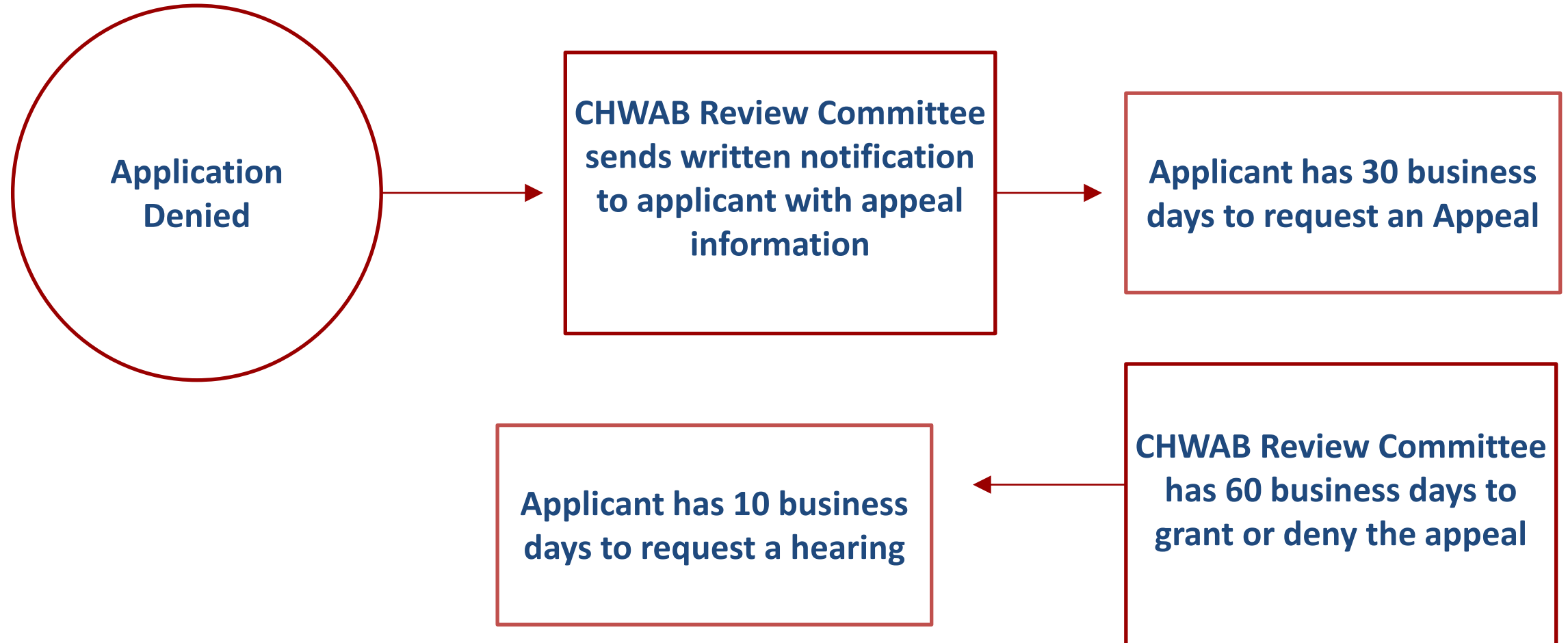
# Review Committee Questions for Consideration:

- Who should serve on the review committee?
  - Are there roles that are essential to the committee composition?
- How many members should serve on the review committee?
  - Should there be a roster of people on rotation?
- Should there be term limits for those serving on the review committee?
- If allowed, should the review committee be open to those not currently serving on the CHWAB?
- Are there other requirements or expectations of the review committee members that should be made explicit?

# Review of Training Vendor Application Appeal Process

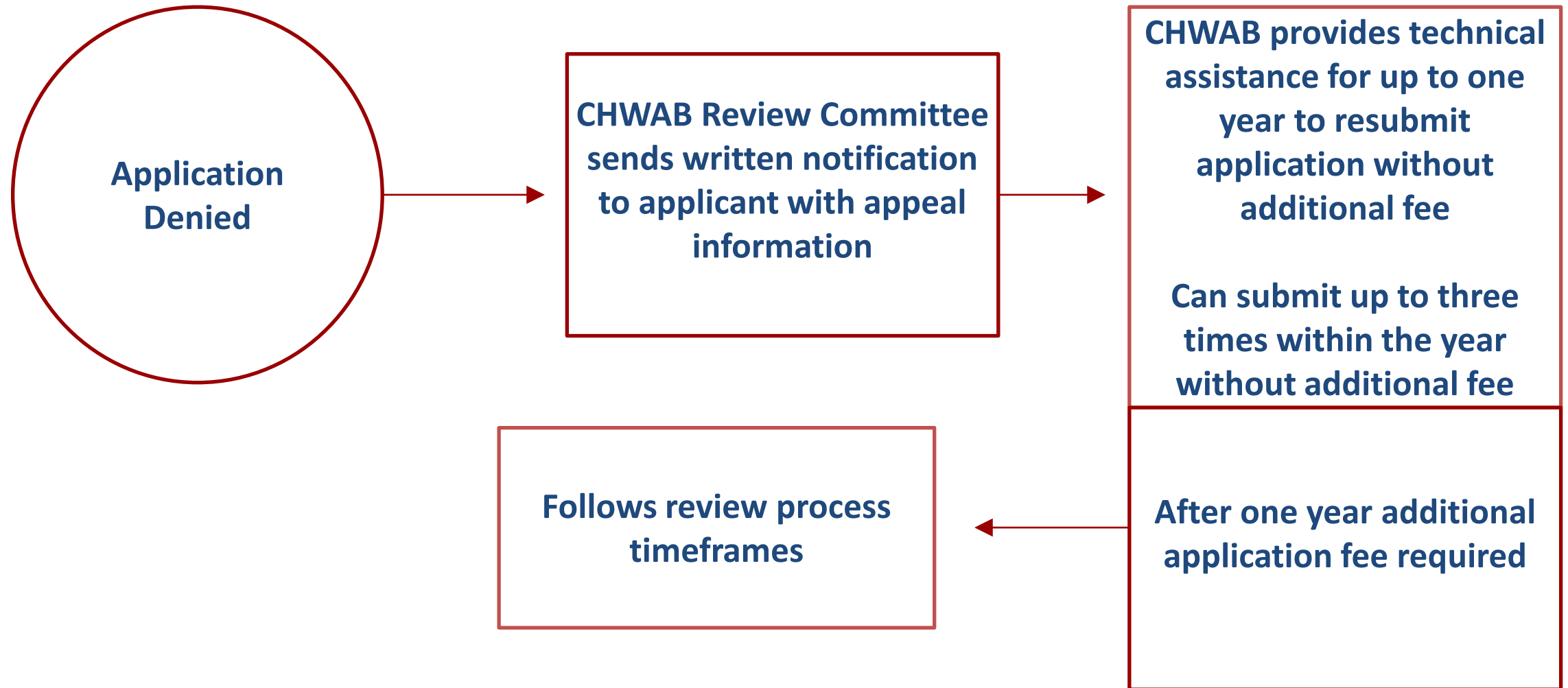
Maryland*	Arizona	Texas*	South Carolina	Indiana
<ul style="list-style-type: none"> <li>• If the vendor application is denied, vendor must submit a request in writing to the Department within 30 calendar days of the date on the notice of denial.</li> <li>• Within 60 days, the Department must grant or deny the appeal and submit written notification to vendor providing an explanation of decision.</li> <li>• An applicant may request a hearing within 10 calendar days after receipt of written notice granting appeal.</li> </ul>	<ul style="list-style-type: none"> <li>• If the vendor application is denied, the Committee will inform the site and provide a reason for denial.</li> <li>• The Committee will offer the site ongoing technical support, and the site will have <b>up to a year from the date of the denial notification to re-submit</b> the application without having to pay the \$500 application fee again.</li> <li>• The Application Review should be completed within 45 days of application submission. An organization can <b>re-submit an application after a denial up to twice in a year (3 total application submissions) without repayment.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Disapproval may appeal under Fair Hearing regulatory process (Chapter 1, Subchapter C).</li> </ul>	<ul style="list-style-type: none"> <li>• There is no formal appeals process.</li> <li>• The vendor organization will submit an application and work with the CHW Association until there is a mutual agreement.</li> <li>• CHW Association has <b>90 days to approve the application.</b> Organizations must show how the program is meeting core competencies and must prove that teachers are doing engaged adult learning.</li> <li>• Organizations <b>can re-apply one time without a fee and then fee is \$700.</b></li> </ul>	<ul style="list-style-type: none"> <li>• The vendor organization must submit the reason for their denial, why they feel this denial is without merit, and any supporting evidence to the Board of Directors.</li> <li>• There is also a remediation process where if denied, an organization may resubmit after making the required changes communicated by the Review Committee.</li> </ul>

# Application Denied - Maryland's Appeal Process





# Application Denied - Arizona's Appeal Process



# Application Denied - South Carolina's Appeal Process



# Example of Appeal Timeline - Maryland

- Application submitted on 10/20
- OHS 10 day initial review completed 10/30
- Initial review accepted by OHS – sends to CHWAB RC
- Next CHWAB RC meeting is 12/1 with 45 days to review
- Application denied 1/14 notice sent
- Applicant has 30 days to resubmit 2/14
- CHWAB RC next review date 4/1 with 60 days to review
- Applicant receives decision 6/1
- Applicant has 10 days to request a hearing 6/12

# Example of Appeal Timeline - Arizona

## No Formal Appeals Process

- Application submitted on 10/20
- OHS 10 day initial review completed 10/30
- Initial review accepted by OHS – sends to CHWAB RC
- Next CHWAB RC meeting is 12/1 with 45 days to review
- Application denied 1/14 notice sent
- The Committee will offer the site ongoing technical support, and the site will have up to a year from the date of the denial notification to re-submit the application without having to pay the \$500 application fee again.
- The Application Review should be completed within 45 days of application submission. An organization can re-submit an application after a denial up to twice in a year (3 total application submissions) without repayment.

# Example of Appeal Timeline - South Carolina

- Application submitted on 10/20
- OHS 10 day initial review completed 10/30
- Initial review accepted by OHS – sends to CHWAB RC
- Next CHWAB RC meeting is 12/1 with 45 days to review
- Application denied 1/14 notice sent
- CHWAB There is no formal appeals process.
- The vendor organization will submit an application and work with the CHW Association until there is a mutual agreement.
- CHW Association has **90 days to approve the application**. Organizations must show how the program is meeting core competencies and must prove that teachers are doing engaged adult learning.
- Organizations **can re-apply one time without a fee and then fee is \$700**.

# Questions for Consideration for Appeals Process and Timeline

- What will be the CHWAB RC's role?
- Will the CHWAB RC be responsible for technical assistance to denied applicants?
- How many resubmissions will be allowed in a year? (calendar or fiscal year)
- Would a fee be reassessed after fixed number of resubmissions?
- What is reasonable and fair time for the CHWAB RC and Vendor?
- \*Vendor application fee \$200 to \$300 – still under review\*

# Review of Training Vendor Evaluation

# Evaluation Approach

## Likert Scale: 1 – 5

- 1: Response missing or does not address question
- 2: Response does not adequately meet standards
- 3: Response meets some but not enough of the standards to approve
- 4: Response adequately meets standards and can be approved with recommended changes
- 5: Response to question meets or exceeds standards

\*Similar scoring methodology as Oregon



#	Topic	Description/Considerations	Score (0-5)	Comments/Recommendations
1	CHW Instructors	3-5 years' experience working as CHW fulltime. Proof of completion of CHW Core Competency Training; preferred resident with knowledge of the community; Knowledge, skills and competence to effectively teach		
2	Organization Overview & Experience	Does the organization have a developed understanding of the CHW model and how to integrate the CHW training with their mission and teaching philosophy?		Does the organization have prior CHW training experience?  Yes No
3	Teaching Methodologies (popular education concepts, adult learning principles)	Does the training program use a variety of teaching methodologies such as popular education concepts or adult learning principles? Minimum 90 hours/50 internship		

#	Topic	Description/Considerations	Score (0-5)	Comments/Recommendations
4	Training formats (classroom, distance learning, small group)	Does the training program use a variety of formats to deliver training in a way that is tailored to the community, inclusive and accessible?		
5	Evaluation/Feedback/Improvement	Does training program track student satisfaction and feedback to improve the program?		Required attachment: student feedback form Yes No
6	Collaboration with CBOs	Does training program collaborate with community-based organizations?		Required attachment: Agreement and/or Letter of Support with local CBO Yes No

#	Topic	Description/Considerations	Score (0-5)	Comments/Recommendations
7	Recruitment and Enrollment	Does training program use multiple recruiting efforts and enrollment of students?		Is there a fee? Yes No Unknown
8	Communities of Focus	Does training program identify need for CHW in specific areas (geography, race, ethnicity, culture, language, socioeconomic status, ability status and shared life experiences		
9	Equivalency	Does training program grant equivalency for students who have previously completed training through other organization?		

#	Topic	Description/Considerations	Score (0-5)	Comments/Recommendations
10	Academic Credit	Will students receive academic credit?		Yes No Unknown
12	Records and Attendance	Does the organization have a organized system of maintaining accurate records of graduation?		
13	Final Assessment	Does the program have a method of assessing for the acquisition of knowledge and mastery of skills by its students with clear criteria for passing?		Required attachment: Sample exams, rubrics Yes No
13	Criteria for Completion	Does the program have clear criteria, aside from the final exam, to determine whether students have successfully completed the program?		
	Total Score			
	Pass?			

# Continuing Education Credits - Preview

# Legislation Regarding Training Content Requirements Public Act 19-117

A certification issued under this section may be renewed every three years

The license shall be renewed in accordance with the provisions of Section 19a-88 of the general statutes for a fee of one hundred dollars

Each certified community health worker applying for license renewal shall furnish evidence satisfactory to the commissioner of having completed ***a minimum of thirty hours of continuing education requirements, including two hours focused on cultural competency, systemic racism or systemic oppression and two hundred hours focused on social determinants of health.***

# Comparison of CEU Requirements Between States - Preview

## Maryland

## Arizona

## Texas

## South Carolina

## Indiana

- Certified CHWs must reapply for certification every 2 years.
- Individuals must document 20 hours of a broad range of professional development activities.
- Accredited CHW certification training programs apply for reaccreditation every 3 years. They are still building out that process.

- Arizona does not require CEUs.

- Certified CHWs must reapply for certification every 2 years.
- Individuals must document 20 CEU hours.
- The Promotor(a) or CHW Training and Certification Program must certify the training program, curricula and instructor of a CEU program. After that happens, it is approved as a Department of State Health Services certified CEU.

- No current CEU requirements.
- The plan is to require re-certification every 2 years with a requirement of 20 CEU hours.

- Indiana does not require CEUs.



# Review of Governance/By Laws

# Purpose & Components of Bylaws/Governance

- Mission Statement – In Statute
- Goals and Objectives
- Duties – In Statute
- **Members and Composition\***
- Term of Membership
- **Attendance\***
- Resignation, Termination and Vacancies
- Chair and Vice Chair -appointed or elected
- Duties of the Chair and Vice Chair
- Removal of Members
- Sub-Committees/Design & Work Groups

- Frequency and Location of Meetings
- Notice of Meetings
- Special Meetings
- Meeting Materials
- Regular and Special Meetings
  - **Quorum \***
  - Voting
  - Conduct of Meetings
  - Public Comment
- Duties of the Agency (OHS)
- Maintenance of Records and Non-Discrimination

# CHWAB Composition/Membership – Public Act 19-117

The Executive Director of the Office of Health Strategy, or the Executive Director's designee, shall act as the chair of the Community Health Worker Advisory Body and shall appoint the following members to said body:

1. Six members who are actively practicing as community health workers in the state;
2. A member of the Community Health Worker Association of Connecticut;
3. A representative of a community-based community health worker training program;
4. A representative of a regional community-technical college;
5. An employer of community health workers
6. A representative of health care organization that employs community health workers;
7. A health care provider who works directly with community health workers;
8. The Commissioner of Public Health, or the commissioner's designee

# CHWAB Chair and Co-Chair – Public Act 19-117

Chair - ED of OHS or designee

Co-Chair - Applied and was approved (ran unopposed)

## *Duties of Chair and Co-Chair*

- The Chair shall preside at all meetings and shall perform all other duties necessary or incidental to the position
- The Chair and Co-Chair shall be voting members of each design group
- The Co-Chair will assume responsibilities of the Chair in the event of the Chair's absence.

# CHWAB TERM OF MEMBERSHIP – Comparison of two OHS Committees

## Cost Growth Benchmark Stakeholder Advisory Body

### Term of Membership

- The term of membership on the SAB shall be three (3) years. Upon expiration of their terms, a member may be nominated and re-elected to an additional two (2) year term. After serving on the SAB for two terms, a member may be nominated and re-elected for a final third term for additional two (2) years, with a maximum time served of seven (7) years.

## Cost Growth Benchmark Technical Team

### Term of Membership

- Other than the state officials serving on the CGBTT, the terms of membership on the CGBTT shall be three (3) years. Upon expiration of their terms, a member may be nominated and re-elected to an additional one (1) year term, up to a maximum of six (6) years. After serving on the CGBTT for two terms, there is no option for renewal.

# CHWAB MISSION STATEMENT

By-laws should include the mission of the agency and the mission of the committee

Currently the Mission of Connecticut's Office of Health Strategy (OHS) is to implement comprehensive, data driven strategies that promote equal access to high-quality health care, control costs, and ensure better health outcomes for the people of Connecticut.

Will need Mission of the CHWAB

# CHWAB DUTIES– Public Act 19-117

There shall be established within the Office of Health Strategy a Community Health Worker Advisory Body. Said body shall:

1. **Advise** said office and the Department of Public Health on matters relating to the educational and certification requirements for training programs for community health workers, including the minimum number of hours and internship requirements for certification of community health workers
2. **Conduct continuous review** of such educational and certification programs, and;
3. Provide the department with a **list of approved educational and certification programs** for community health workers

# CHWAB – DUTIES OF OHS -STANDARD LANGUAGE

- A. OHS shall inform the CHWAB about all changes that impact its mission, which includes Federal and State policy.
- B. OHS shall provide all information, guidance and support to the CHWAB
- C. OHS shall support the work of the CHWAB by providing administrative support, technical assistance, and support as resources allow.
- D. OHS will ensure on-going communication between the CHWAB and OHS.
- E. OHS staff assigned to the CHWAB will attend all meetings and inform the CHWAB of timely developments.



Any CHWAB member who misses three (3) consecutive meetings and/or less than 60% of meetings annually shall be asked to resign

# CHWAB ATTENDANCE – OTHER CONSIDERATIONS

## Cost Growth Benchmark Stakeholder Advisory Body

- The proper functioning of the SAB depends upon the participation of its members.
- Members should inform the SAB Chair if they will be absent from a meeting. Members may participate through videoconferencing, however, members are encouraged to participate in person, unless in-person participation is prohibited for emergency reasons or is otherwise impractical.
- SAB Members will be administratively discharged after four absences incurred during the calendar year (January 1 – December 31). Members will be notified of their membership status after their third absence in the calendar year.
- The SAB Chair reserves the right to administratively discharge any member appointed under Article III, Section 7, for cause.

## Cost Growth Benchmark Technical Team

- The proper functioning of the CCGBT depends upon the commitment of its members.
- Members should inform the CGBTT Chair or Vice-Chair if a member (or designee, in the case of state officials) will be absent from a meeting. Members may participate through videoconferencing, however, members are encouraged to participate in person, unless in-person participation is prohibited for emergency reasons or is otherwise impractical.
- CGBTT Members will be administratively discharged after four absences incurred during the calendar year (January 1 – December 31). Members will be notified of their membership status after their third absence in the calendar year.
- The CGBTT reserves the right to administratively discharge a member who is neither the Chair nor specifically appointed under Article II, –for cause such as non-compliance with CGBTT attendance policies.

# CHWAB RESIGNATION, TERMINATION AND VACANCIES Standard language

## Resignation and Removal of Members

- An CGBTT member shall serve his/her designated term unless he/she resigns, are removed, or otherwise disqualified to serve.

## Resignation by Notice

- Any member choosing to leave the CGBTT shall submit a letter, or send an e-mail, of resignation to the Chair. Resignation by notice shall take effect on the date of receipt of such notice by the Chair.

## Termination of Members, other than state officials or their designees, for Cause

A member of the CGBTT may be removed from membership for any of the following:

- A. Non-attendance at committee meetings without notification, except in the case of an urgent or emergent situation
- B. Other causes, such as unethical behavior, as determined by the full CGBTT whenever, in its judgement, the best interests of the OHS and CGBTT would be served by removal

## Vacancies

- In the event of a vacancy on the technical team, the Chair will appoint a qualified person to fill the vacancy whose expertise is in the same area as the member whose departure resulted in the vacancy.

# CHWAB REMOVAL OF MEMBERS Standard Language

A member other than the Chair may be removed for cause by a two-thirds vote of a quorum at any regularly scheduled or special meeting of the CHWAB. This must appear as an item on the agenda in accordance with the rules for meeting/agenda notification.

# CHWAB MEETINGS: REGULAR AND SPECIAL – Standard Language

## Frequency and Location of Meeting – CHWAB

- Regular meetings of the CHWAB shall be held monthly at such place and time as may be determined. OHS will offer a virtual/call-in option for remote participation. The CHWAB shall ensure that the location and time of meetings are reasonably accessible to members.
- All regular meetings of the CHWAB and meetings of any work groups shall comply with the Freedom of Information Act. The CHWAB will reserve time for public comment on the business agenda of each meeting of the CHWAB. CHWAB minutes as well as other documents produced by the CHWAB shall be public documents, and in accordance with the Freedom of Information Act (FOIA).
- Action may be taken by the team based on a simple majority of votes of those members present at a meeting. An annual schedule of regular meetings shall be made available to the public.

## Notice

- An announcement of each regular CHWAB meeting, the agenda for the meeting, and all related meeting materials shall be e-mailed to all members at least three days in advance of the date of the meeting.

# CHWAB MEETINGS: REGULAR AND SPECIAL Standard Language

## Special Meetings

- Special meetings of the CHWAB may be held or called by either the Chair or Co Chair in the Chair's absence or set by these leaders after written request of any five (5) members of the CHWAB as is received by either of the leaders. The special meeting call shall be a written notice e-mailed to members, not less than seven (7) days prior to the date set for such special meeting. Such call must set forth specifically the subject matter of the meeting, and other subjects may not be introduced or considered at such meetings.

## Meeting Material

- OHS staff or an agent acting on behalf of OHS, shall prepare a draft of the minutes of each monthly CHWAB meeting, stating the action taken at such meeting, and shall submit them to members as expeditiously as possible for their review. Any member wishing to propose a correction to the minutes shall propose a correction at the meeting at which the minutes are presented for review and approval. Any such approved corrections will be made to the permanent file copy. For substantive or major revisions, any member may request that a copy of the revised minutes be redistributed to all CHWAB members. Meeting minutes and any votes will be posted on the OHS website.

# CHWAB MEETINGS: REGULAR AND SPECIAL Standard Language

## Quorum-Approved by the CHWAB

At any CHWAB meeting, the presence of at least seven (7) of the members (50% plus 1) shall be necessary to constitute a quorum for the purpose of engaging in any formal decision-making. The presence of a quorum will be called by the Chair.

## Voting

- Each member of the CHWAB shall be entitled to one vote upon any matter before it that requires a vote. Voting upon any issue shall be voice vote, or by show of hands, of the members. Rollcall may be utilized for video- conference meetings if a voice vote is unclear.

## Conduct of Meetings

- All meetings will be conducted in an orderly manner and governed by these Bylaws. Regular and Special CHWAB meetings shall be conducted using Robert's Rules of Order Abbreviated.

## Public Comment at Meetings

- The agenda for each meeting shall contain an item "Public Comment" at the beginning of regularly scheduled business. The CHWAB Chair or Co-Chair chairing a meeting shall manage any public comments and participation at the meeting.

# CHWAB – MAINTENANCE OF RECORDS & NON-DISCRIMINATION

## Maintenance of Records

- Files containing CHWAB and design group minutes, correspondence, and records shall be maintained by OHS staff at the OHS Office, 450 Capitol Ave., Hartford, CT 06105. Electronic copies of all documents shall be retained in accordance with OHS's record retention policies.

## Non-Discrimination

- The officers, staff and committee members of the CHWAB and any of its design groups shall be selected without discrimination with respect to age, gender, race, religion, disability, sexual orientation, or national origin.
- All CHWAB business and activities shall be conducted fairly and equitably in a manner which does not discriminate with respect to age, gender, race, religion, disability, sexual orientation, gender identity or expression, or national origin.



# Approval

# Update - OHS

# Certification Update - DPH

# Marketing & Outreach- DPH

# General Questions

# Looking forward

## Next meeting:

- November 5th Webinar
- Review Committee Process
- Continuing Education Units
- Governance/Bylaws

## Other updates:

- Marketing & Outreach

# Contact

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# Adjourn