



Community Health Worker Advisory Body (CHWAB)

November 5, 2020

Purpose of Today's Meeting

CHW Advisory Body Meeting Agenda

1. Welcome & introductions
2. Public comment
3. Meeting summary approval
4. Review of October actions
5. Training Vendor Appeal Process
6. Continuing Education Units
7. Governance/Bylaws
8. General Questions
9. Next steps
10. 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 October Meeting Actions

- CHWAB Review Committee Composition:
 - Year One: Two Certified CHWs from CHWAB, DPH Representative, Employer of CHWs
 - Year Two: Two CHWs from CHWAB, DPH Representative, Employer of CHWs, CHW Approved Training Vendor
- Evaluation Rubric

Appeal Process Training Vendor Application

Training Vendor Application Appeal Process

Administrative Support

- Administrative Support provided by OHS:
 - Coordination of meetings, agenda, minutes of meetings
 - Initial review of application for completeness
 - Send response to applicant of completeness or detailed list of deficiencies
 - Attend review committee meetings, take minutes of meeting, draft letters of approval, draft letters of deficiencies based upon comments and feedback from review committee
 - Provide technical assistance with online portal application; troubleshoot technical issues

Arizona

- If the vendor application is denied, the Committee will inform the site and provide a reason for denial.
- 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.**

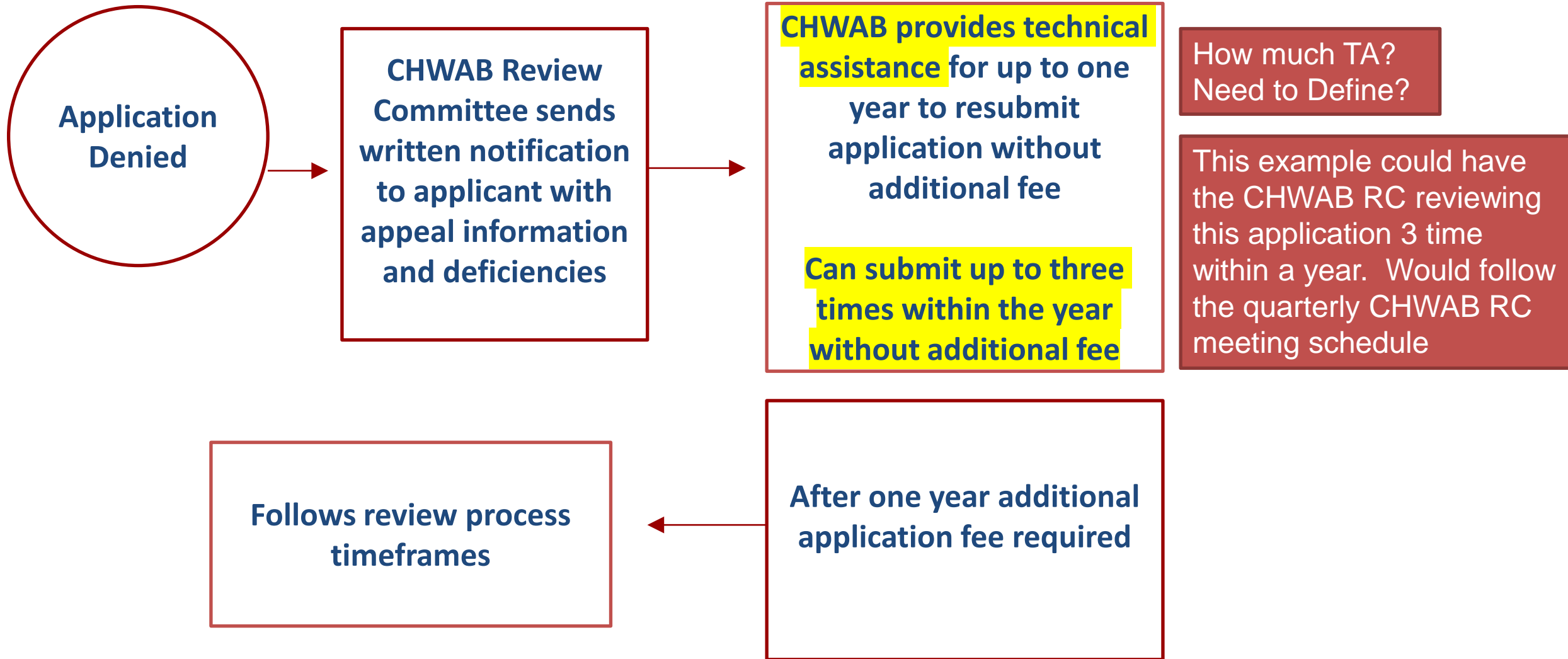
South Carolina

- 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.**

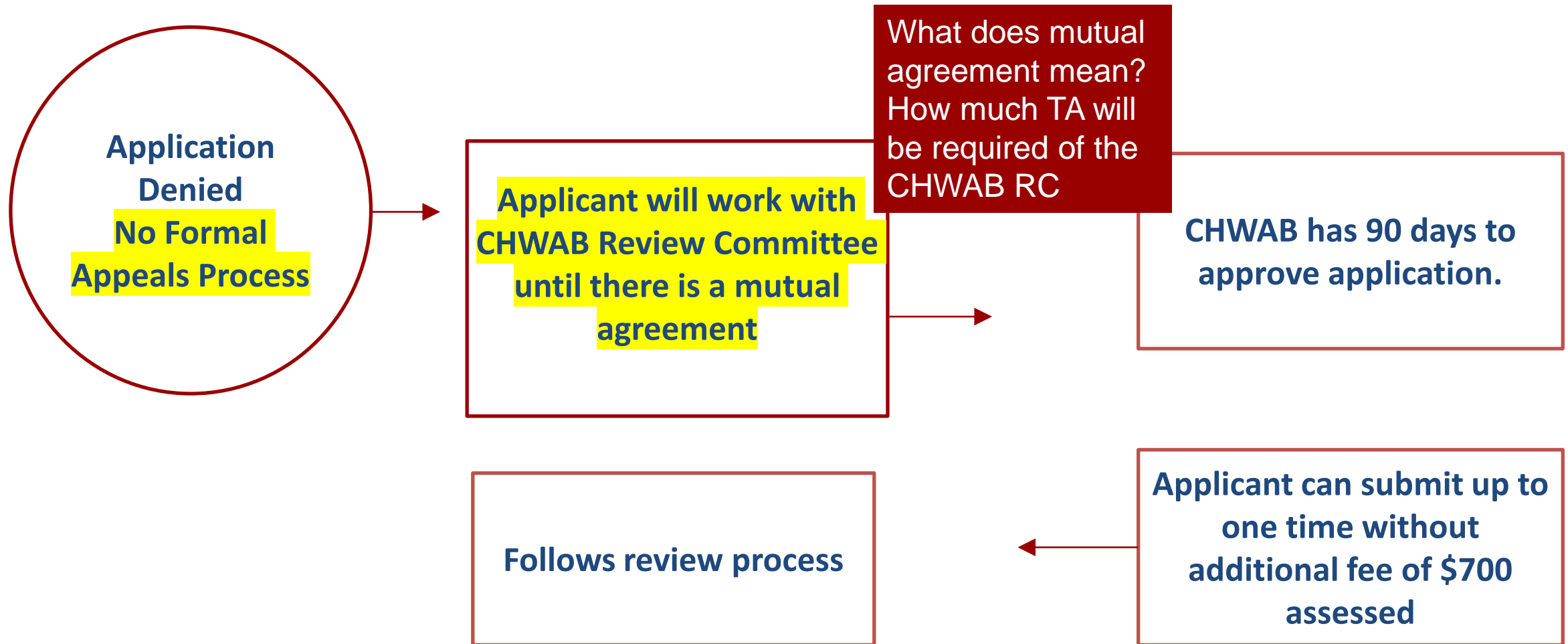
Indiana

- 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.
- There is also a remediation process where if denied, an organization may resubmit after making the required changes communicated by the Review Committee.

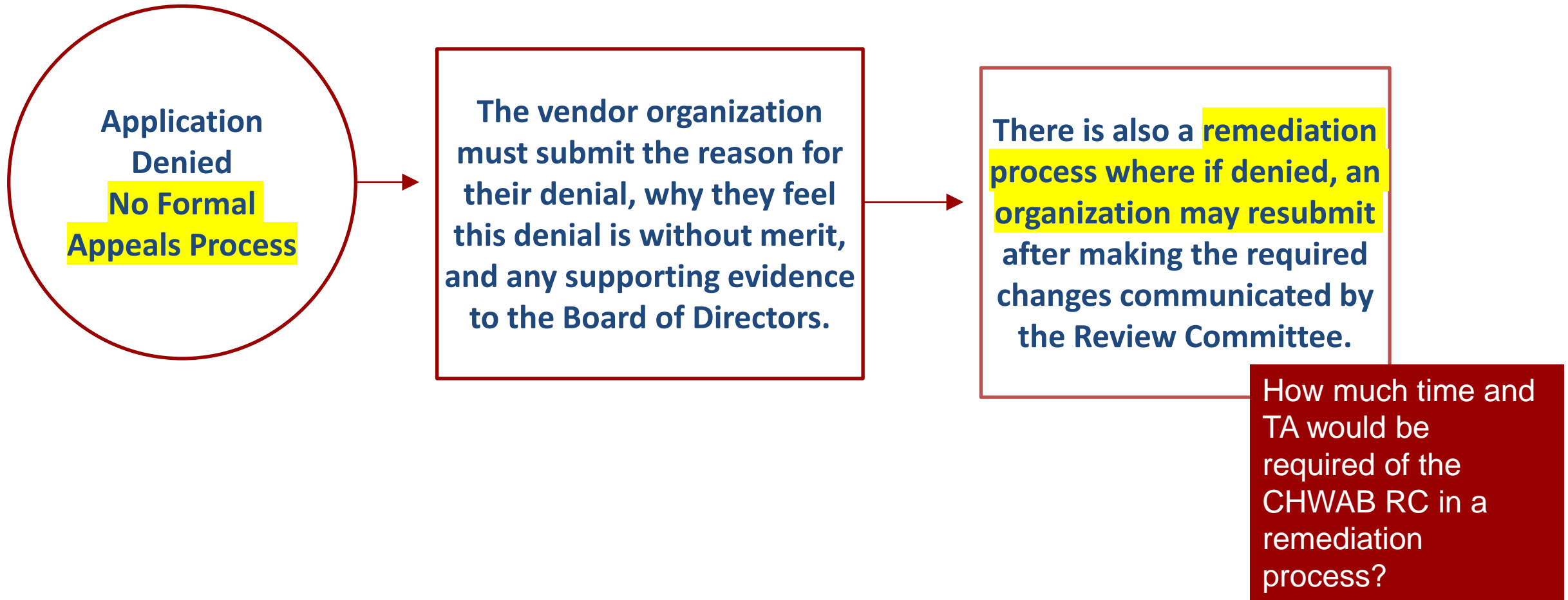
Application Denied - Arizona's Appeal Process



Application Denied - South Carolina's Appeal Process



Application Denied - Indiana's Process



Appeal Process Questions for CHWAB to Consider

- Does the CHWAB want a formal appeal process (South Carolina and Arizona) or not (Indiana)?
- What is the timeframe for vendors to resubmit application?
- How many times can a vendor resubmit application per year without repayment?
- How much technical assistance should the CHWAB provide with minimal burden on CHWAB?
- Define what technical assistance is and is not?
- Application fee between \$200 to \$300 – revisit based upon what other states require?

Application Fee Comparison

- Arizona application fee \$500
- South Carolina application fee \$750
- Indian application fee \$1,500+

Appeal Process - Approval

Continuing Education Units

Continuing Education Requirements – Public Act 19-117

Each certified Community Health Worker seeking licensure must complete a minimum of **30 hours** of Continuing Education requirements, including:

- Two hours focused on cultural competency, systemic racism or systemic oppression

AND

- Two hours focused on social determinants of health

Recommendations from 2018 SIM Report

Recommendation 5: Certification should be issued for three years and for renewal, applicants should be required to attest to the completion of 30 hours of continuing education requirements (CERs), including two hours focused on cultural competency or systemic racism/oppression and two hours focused on social determinants of health. Applicants ***may be required*** by the certifying entity to produce evidence of completion of CERs, but it ***should not be a routine requirement***.

Recommendation 6: Conferences, webinars, workshops, seminars, trainings, presentations and self-studies ***should count*** toward continuing education hours and be ***tracked on a designated tracking sheet***.

Comparison Between Texas and New Mexico: CEU Vendor Approval Process and Requirements

New Mexico

- Vendor application fee is \$300 for the first year and \$200 for subsequent years.
 - Separate application for CEUs.
- Instructors must be certified CHWs and have 3 years of work experience **OR** be a non-CHW who holds a Bachelors degree or higher and has 3 years of work experience working with CHWs.
- Internet-based learning programs are accepted:
 - A test must be given to reflect that all learning objectives have been met.
 - Passing score is 70%.
- 1 CEU hour = 1 **clock hour of instruction**.
 - Breaks, lunches, and introductions will not count toward the CEU hour.
- **For individual CHW applicants, 30 CEU hours are required.**
 - **15 hours must come from a Department of Health approved program;**
 - **15 may be self-selected as long as they relate to the core competencies.**

Texas

- There is no vendor application fee to become a provider of CEU hours.
 - There is one vendor application in which the vendor selects if they want to also provide CEU hours.
- Instructors must have completed a 160-hour certified Department of State Health Services (DSHS) CHW instructor training course **OR** have 1,000 cumulative hours training CHWs in the past 3 years.
- Internet-based learning programs are accepted.
- 1 CEU hour does not necessarily equate to 1 clock hour of instruction; **the number of CEUs correlates to how many competencies are addressed** in the class.
- **For individual CHW applicants, 20 CEU hours are required.**
 - **10 hours must come from DSHS certified programs;**
 - **10 hours may be self-selected and come from non-DSHS certified programs as long as they relate to the core competencies.**

Texas: An Example of Approved Training Vendors and Certified CEU Classes

- The CHW Training and Certification Program must certify the training program, curricula and instructor of the CEU. After that happens, it is approved as a Department of State Health Services (DSHS) certified CEU.
- The Texas DSHS has a list of approved CEU vendors on their website and interested CHWs must contact the vendor for upcoming CEU opportunities.

Examples of Approved CEU Vendors*:

- Cardea Services
- Texas A&M School of Public Health
- University of Texas School of Public Health
- Texas Health Steps Provider Education

Example of Approved CEU Classes*:

- **Cardea Services:**
 - **Postpartum Depression: How CHWs Can Help**
1.5 DSHS-certified CHW CEU (Competency: (1) Knowledge Base and (.5) Communication)
- **Texas A&M School of Public Health:**
 - **Colorectal Cancer Prevention, Detection, and Treatment Options**
6 DSHS-certified CHW CEUs (Competencies: Knowledge Base, Communication, Teaching)

Continuing Education Units – Developing CT-Specific Requirements?

No CEU requirements beyond legislation (Current CT)

- Everything counts
- No CEU approval process needed
- Allows CHWs to pursue specialized professional development

Some CEUs required from CT approved vendor (NM, TX)

- Require need for CEU vendor approval
- Allow flexibility for CEUs from national or out-of-state training, conferences and workshops
- Allows CHWs to pursue specialized professional development

All CEUs taken from a CT approved vendor

- Most restrictive scenario

Continuing Education Units – Questions to Consider

Should there be additional requirements for CEUs in CT?

- E.g. Should a certain number of CEUs be taken in Connecticut?

Should CEUs provided in CT be subject to additional requirements and approval, similar to NM and TX?

- E.g. CHWAB approval of CEU providers, their specific CEU courses and the number of CEU credits awarded per course?

What would the breakdown be for having a required number of CEUs to be taken from a CT-approved vendor?

- Scenario A: 10 CEUs from CT approved program & 20 self-selected
- Scenario B: 15 CEUs from CT approved program & 15 self-selected
- Scenario C: 30 CEUs from CT approved program & 0 self-selected

Continuing Education Units – Questions to Consider

For CHWs who serve as CHW training instructors or CHW internship/apprenticeship preceptors, does this experience qualify for CEUs?

How should CEUs be measured?

- i.e., 1 CEU hour = 1 classroom hour of instruction vs. number of competencies)?

Continuing Education Units - Approval

CHWAB Governance/Bylaws

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.

Governance/Bylaws Term – Questions for Consideration

- How many year terms?
- Option to be re-elected? Exception is the Chair of the CHWAB which is an appointment by the Executive Director of OHS and Commissioner of Public Health, or designee
- What should be the maximum term limits?
- Would the above apply to the Review Committee Sub Committee?

CHWAB Governance/Bylaws Terms Approval

Mission of the CHWAB

Current Duties Per Statute

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

Questions for the CHWAB to Consider – What is the Mission of the CHWAB

What is the CHWABs purpose?

Why does the CHWAB exist?

Should it reflect the work of the committee?

Should it state the purpose, goals and objectives?

Governance/Bylaws – Approval

Preview for December Meeting Training Vendor Application Scoring

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

Preview for December Meeting

Training Vendor Application Scoring

- What is a passing score?
- Are each sections weighted differently?
- What is the threshold for failure?

Core Competencies Training Application Checklist and Scoring Likert Scale

Section 1: Overview of Training Program Information

- 1.1: Organization Contact Information
- 1.2: Organization Overview
- 1.3: Educational Accreditation

Section 2: Training Content

- 2.1: Delivery of Training
- 2.2: Frequency of Training
- 2.3: Methodologies
- 2.4: Hours of Training
- 2.5: Format
- 2.6: Language
- 2.7: Experienced CHW Involvement

Scoring 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

Core Competencies Training Application Checklist and Scoring Likert Scale

Section 3: Training Program Details

3.1: Collaboration with CBOs

3.2: Recruitment and Enrollment

3.3: Community Need

3.4: Equivalency

3.5: Academic Credit

3.6: Program Feedback/Evaluation

3.7: Records and Attendance

Section 6: CHW Training Curriculum

6.1: Program Syllabus and Materials

6.2: Total Hours

6.3: Core Curriculum Chart

Scoring 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

Update - OHS

Certification Update - DPH

Marketing & Outreach- DPH

General Questions

Looking forward

Next meeting:

December 3rd Webinar

Upcoming Training Program Requirements priorities:

- Evaluation Scoring
- Continuing Education
- Mission of the CHWAB & By-laws

Other updates:

- Marketing & Outreach

Contact

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Adjourn