Section 1: Initial Questions on Certification

1- Potential Benefits of Certification for CHWs:	%	N=17
Add clarity to the scope of practice boundaries	76%	13
Improve wages and working conditions	59%	10
Increase respect and acceptance in the health care system	94%	16
Increase respect for CHWs within the community	70%	12
Increase career opportunities	82%	14
Create sustainable, stable employment	65%	11
Other (Please write in comment box)	12%	2

2- Potential Benefits of Certification for Employers/Payers:	%	N=17
Clarify scope of practice boundaries	88%	15
Simplify recruitment and selection; fluid job market	65%	11
Reduce on-the-job training costs	47%	8
Clarify rationale for integration of CHWs into care teams	88%	15
Reduce dependence on short term funding	82%	14
Other (Please write in comment box)	12%	2

| 3- Potential Problems of Certification for CHWs:	%	N=17
Create barriers to entry	59%	10
Create a "class" system among CHWs	47%	8
Further marginalize volunteers	23%	4
Make CHW practice more clinical/academic	41%	7
Other (Please write in comment box)	18%	3

4- Potential Problems for Certification for Employers/Payers:	%	N=17
Generate pressure to increase wages	65%	11
Impose new regulations and restrictions	65%	11
Increase overall training costs	29%	5
Disconnect CHWs from the community	23%	4
Other (Please write in comment box)	12%	2

# Section 2: Considerations Around Certification

N=17

1- Do you think certification should be mandatory or voluntary in CT?

Legend: Mandatory ▪ Voluntary ▪ Other

Mandatory
12%

Other
6%

Voluntary
82%
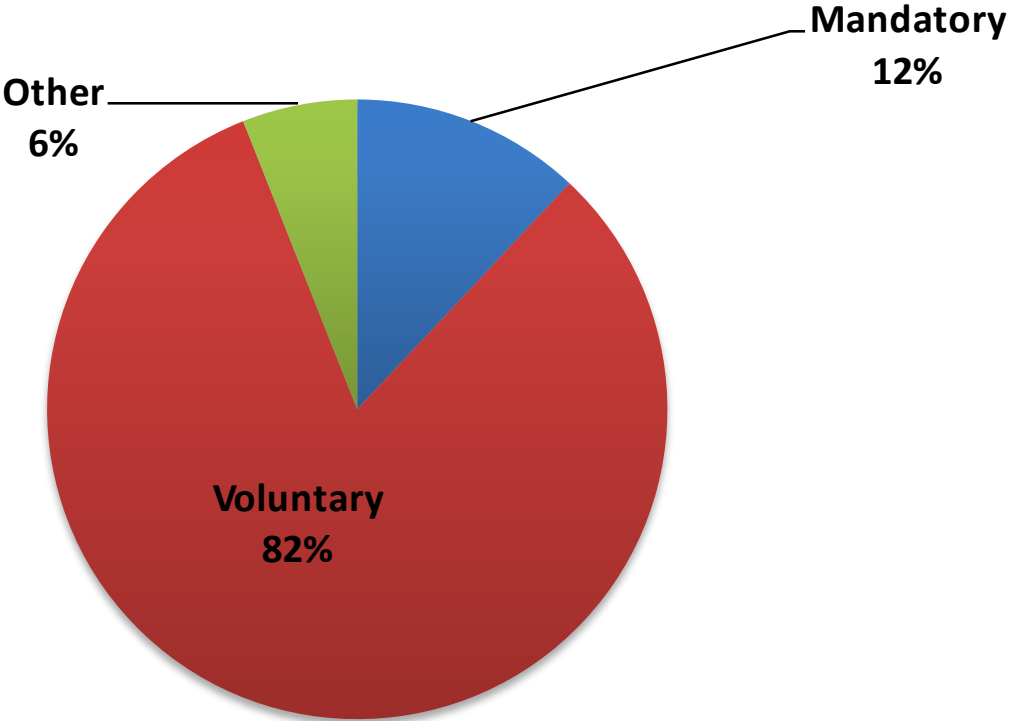
2-Should experienced CHWs be exempt from some or all training requirements for certification? (e.g. "Grandfathering" or "Grandparenting") Why or why not?

■ Exempt from some ■ Exempt from all ■ Other


Exempt from all
6%

Other
6%

Exempt from
some
88%
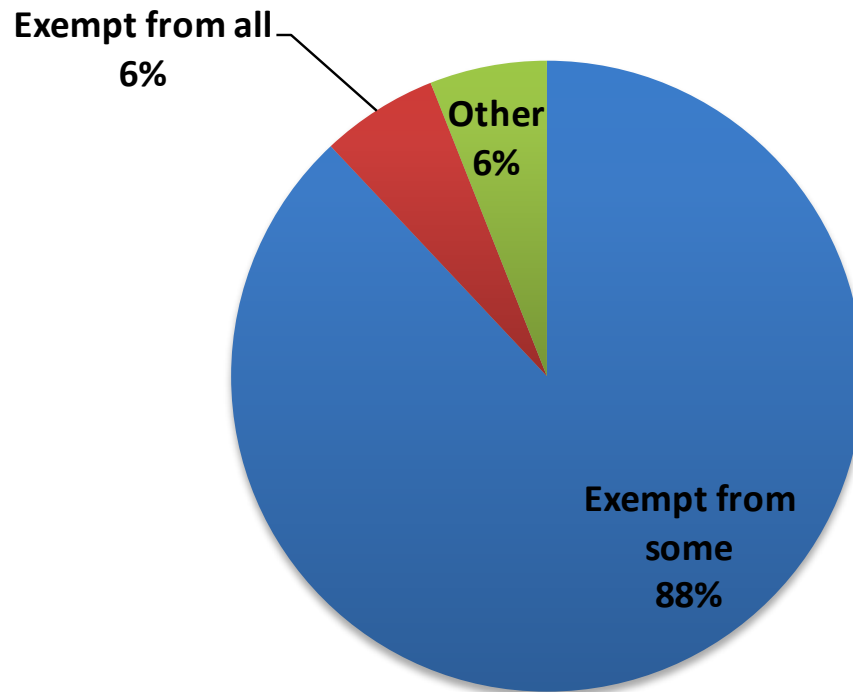
3- Who/what entity should decide what skills, training, and experience are required for certification?

■ State Agency ■ Academic Institution ■ Board with Multi-stakeholders ■ Other

State Agency
6%

Academic Institution
0%

Other
6%

Board with Multi-stakeholders
88%
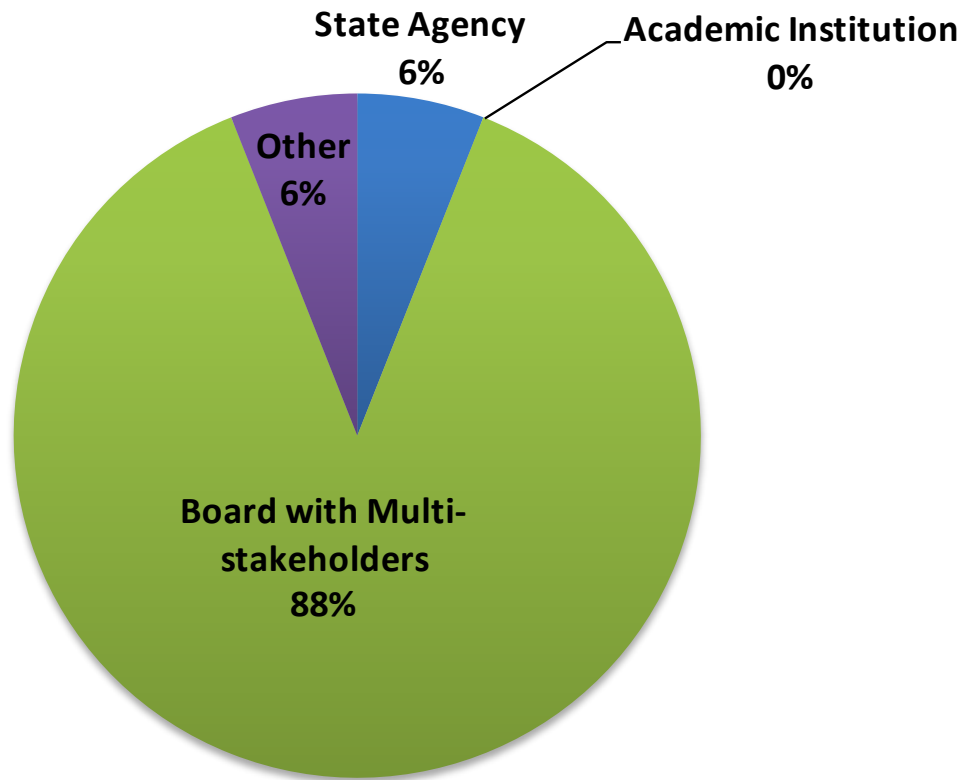
4- Should there be one certifying entity in the state or could there be more than one?

■ One entity ■ More than one

More than one
41%

One entity
59%
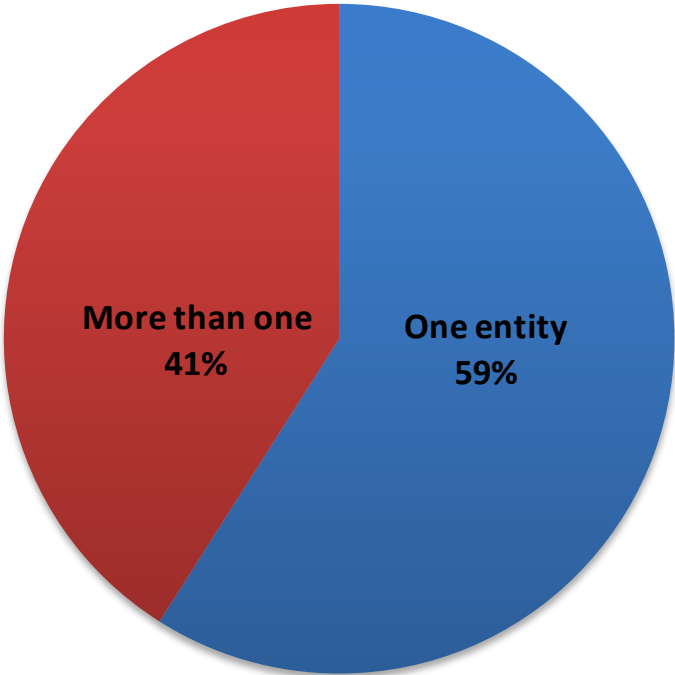
5- Who/what entity should administer a certification program (e.g. determine whether an individual has met all requirements for certification)?

■ State Agency ■ Academic Institution ■ Board with Multi-stakeholders ■ Other
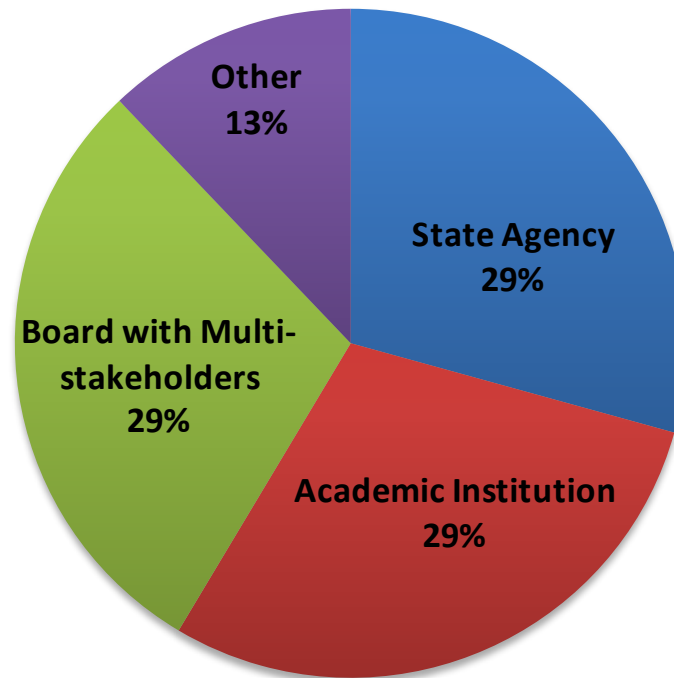
6- How would you define success?

Open response.

"Success would be defined by CHW employment numbers, salary levels, retention rates, and outcome measures like lower health care costs, lower health disparity, improved disease management, and improved preventive health measures, especially for targeted health conditions and targeted community populations."

"Success would be creating a system in which CHWs are clearly identified and recognized as key members of the care team, or community health care system, are well-trained and equipped to serve the community, and are fairly compensated for the important work they do."

7- How would you ensure that certification is successful in CT?

Open Response.

"Governing agency has to be able to monitor and manage certified CHW's. Certification has to be verified regularly by governing agency. A means for removal of certification perhaps? (not sure when that would be necessary or if it would ever be necessary). CHW committee (similar to this one) convening regularly to review tasks and ensure that certification process is working based on a set metrix that is measured periodically."

8- Given what you know, and assuming this group reaches consensus on the questions above, do you believe Connecticut should pursue Certification for CHWs?

■ Yes   ■ No   ■ Undecided

Undecided 12%

No 6%

Yes 82%