



CONNECTICUT
Office of Health Strategy

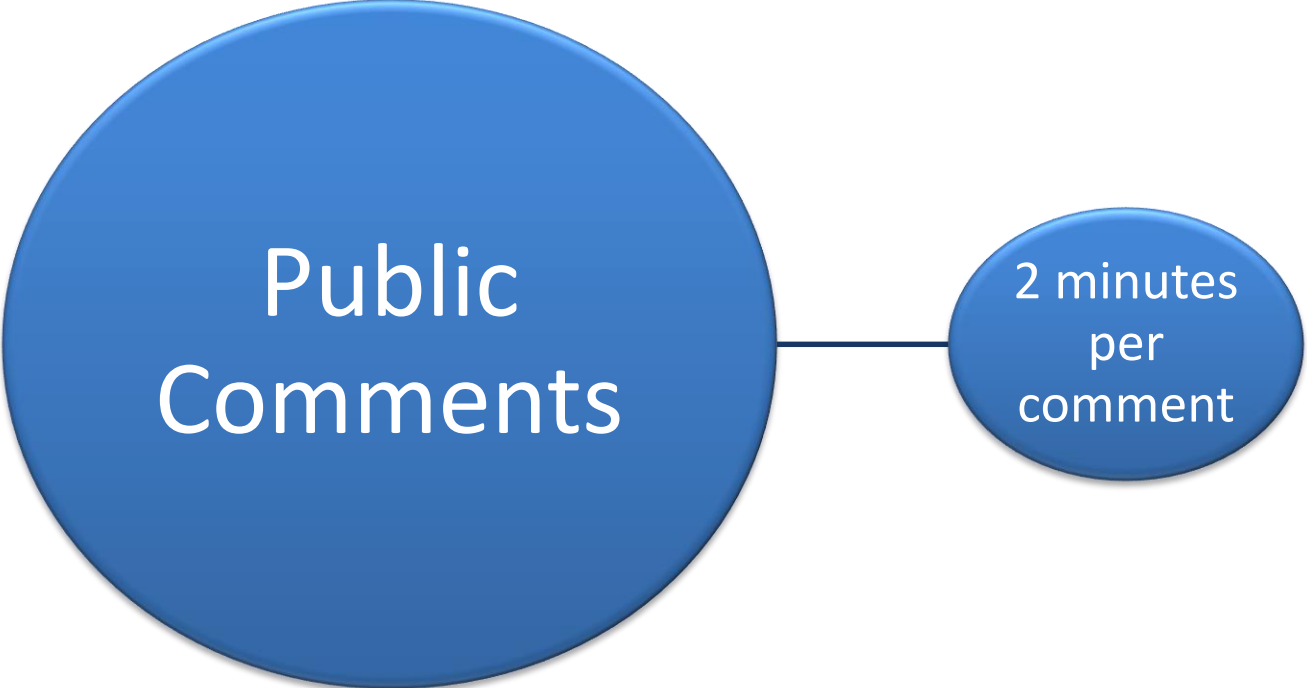
Community Health Worker Advisory Committee

February 20, 2018

Meeting Agenda

| Item | Allotted Time |
|--|---------------|
| 1. Call to Order and Introductions | 5 min |
| 2. Public comment | 10 min |
| 3. Approval of the Minutes | 5 min |
| 4. November Meeting Review | 10 min |
| 5. Results of CHW Certification Research | 15 min |
| 6. Public Act 17-74 Timeline for Completion | 15 min |
| 7. CHW Certifying Entity- Discussion and Recommendations | 40 min |
| 8. CHW Advisory Committee Membership | 10 min |
| 9. Next Steps | 10 min |

Call to Order



Approval of the Minutes

November Meeting Review

Key Components of Certification Options- from November 2

| | Option 1: DPH E-License Certification | Option 2: CHW Association Approved & DPH Posted Registry | Option 3: Third Party Assessment & DPH Links to Registry |
|---------------------|--|--|--|
| Process | Applicants would complete online application and upload required documents including relevant training certificates. Electronic certification would be issued, and registry posted | CHW Association would determine qualified training programs and collect lists of individuals who completed those programs. Compiled list would be submitted to DPH for posting | Individuals would complete an assessment through an organization like ProMetric. The organization would post those who completed assessment, and DPH would link to it. |
| Fees | Fee required by DPH | CHW Association would determine the need for a fee | Third Party would require a fee |
| Handling Complaints | DPH would be required to investigate complaints | DPH would not be required to investigate | DPH would be required to investigate |
| Example | Physicians | Medical Assistants | Certified Nursing Aides |
| Pros | Same process as many other health care providers (~65) | CHW Association would have the authority to adjust requirements without legislation | Third Party would handle the logistics of the assessment |
| Cons | Fees, Online system, difficult to change requirements once set | Resources needed for Association, not the same system as most providers | Usually computer-based assessment, fees |

Key Components of Certification Options- Updated

| | Option 1: DPH E-License Certification | Option 2: CHW Association Approved & DPH Posted Registry | Option 3: Third Party Assessment & Registry |
|---------------------|--|--|--|
| Process | Applicants would complete online application and upload required documents including relevant training certificates. Electronic certification would be issued, and registry posted | CHW Association would determine qualified training programs and collect lists of individuals who completed those programs. Compiled list would be submitted to DPH for posting | Individuals would complete an assessment through an organization like CT Certification Board. The organization would post those who completed assessment through their own registry. |
| Fees | Fee required by DPH | CHW Association would determine the need for a fee | Third Party would require a fee |
| Handling Complaints | DPH would be required to investigate complaints | DPH would not be required to investigate | DPH would not be required to investigate |
| Example | Physicians | Medical Assistants | Certified Addiction Counselor |
| Pros | Same process as many other health care providers (~65) | CHW Association would have the authority to adjust requirements without legislation | Third Party would handle the logistics of the assessment |
| Cons | Fees, Online system, difficult to change requirements once set | Resources needed for Association, not the same system as most providers | Usually computer-based assessment, fees |

CHW Certification Option 1- Department of Public Health

CHW submits proof of training and other documents to DPH

CHW is added to searchable registry



CHW completes training

DPH verifies and issues electronic certificate

DPH investigates any complaints

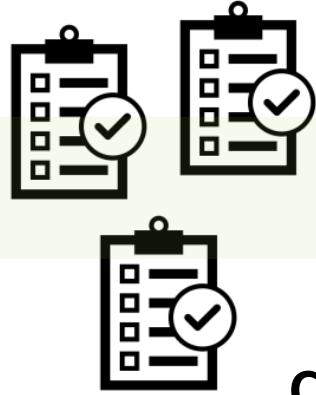
CHW Certification Option 2- CHW Association

CHW Association
compiles list of those
who completed training

DPH posts on website



CHW completes
training



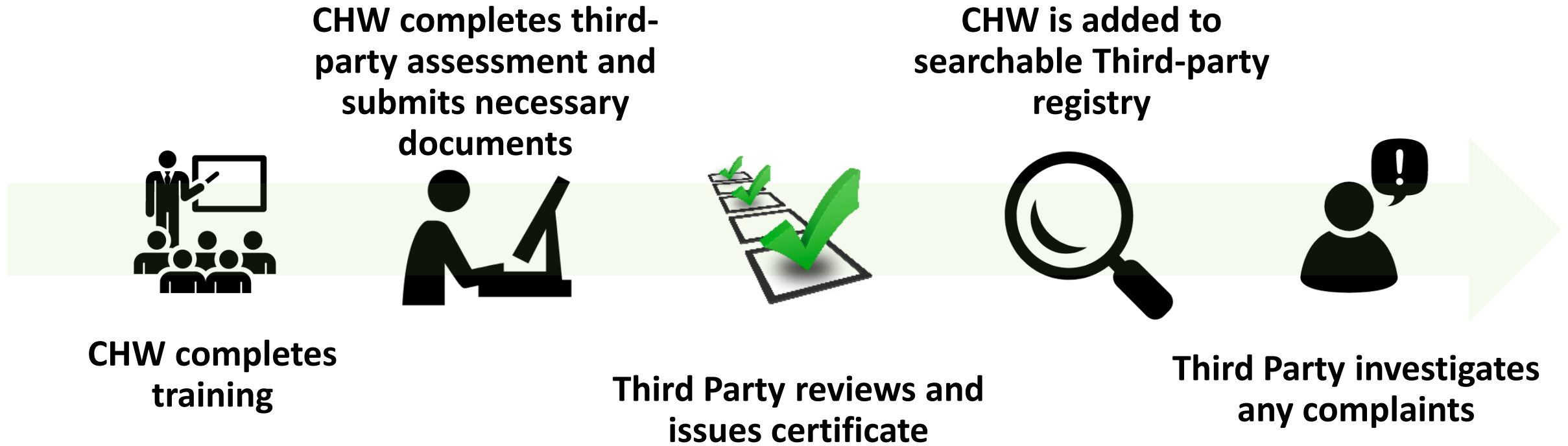
CHW Association sends
list to DPH



DPH does not
investigate complaints



CHW Certification Option 3- Third Party



CHW Certification Options- Overview

| | CT DPH | CHW Association | Third Party |
|---------------------------|--------------|---|---------------|
| Estimated Timeline | 3+ years | 2+ years | Within a year |
| Fee Estimate | \$100- \$150 | Would depend on needed infrastructure investments | \$100-\$200 |
| Grandfathering an option? | Yes | Yes | Yes |
| Legislation Needed? | Yes | Possibly | No |

Review of November 2 Committee Questions

Questions Regarding DPH and Certified Nurse Aides

- Can the Certified Nurse Aide certification be adapted to include CHWs?
- If there is a fee for Certification Applications processed by DPH, do the fees offset the need for a fiscal note attached to proposed legislation?
- Would a .5 FTE staff member also be needed by DPH if certification went through a third party (like the CNA certification)?

Review of November 2 Committee Questions

- Since PA 17-74 was already passed, it makes more sense to continue building off of that legislation for CHWs than to try to amend the CNA legislation to include CHWs.
- The CNA Certification was largely developed based on federal rules, and Medicare funds part of the DPH position that oversees the certification program.
- Prometric administers the test for CNAs and collects fees for those tests, but receives no funding from the state.
- The fees DPH receives for certification applications could offset the costs associated with additional work by DPH, but such a request would still require a fiscal note. The DPH Certification unit has lost 30% of its staff and will not be able to fill those positions, making it difficult to take on new work, and making it difficult to pass legislation including a fiscal note.
- Any commitment of DPH staff requires a fiscal note, regardless of the fees offsetting the cost. The CNA certification is somewhat unique due to the federal funding and requirements.

Review of November 2 Committee Questions

Questions Regarding Medical Assistant Certification Process

- Does the CT Society of Medical Assistants (CTSMA) have paid staff? How do they manage the collection of certification information?
- What kind of liability does the CTSMA take on?
- What are the infrastructure costs associated with the CTSMA model?

Review of November 2 Committee Questions

- The CT Society of Medical Assistants (MAs) does not have a role in certifying MAs in CT
- The MA certification process is all coordinated through the American Association of Medical Assistants (AAMA), a national organization
- Training programs are accredited by two national programs: Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the Accrediting Bureau of Health Education Schools (ABHES). For example, the training program at Housatonic Community College is accredited.
- Certification fees are typically \$125
- The Society of Medical Assistants does not take on liability, because they are not the certifying entity

Review of November 2 Committee Questions

Questions Regarding a Third Party

- Is it possible to set up a certification process with a third party that does not require a computerized assessment?
- What would the timeline for establishing certification be with a third party?

Review of November 2 Committee Questions

Using the CT Certification Board as an example of a third party:

- The CT Certification Board oversees a number of certifications including the Peer Recovery Specialist and Addiction Counselor certificates.
- The Board has an established process and infrastructure for offering certification.
- The CT Certification Board is part of a national certification organization. Their sister organization in Florida already administers a CHW certification, and the assessment they use could be adapted for use in Connecticut.
- The fee would probably fall between \$100-\$200, and depends on the intensity of requirements for certification that the Board would have to review.
- Grandfathering is an option
- Certification through the CT Certification Board could be implemented in 2018

Results of CHW Certification Research

CHW Certification Findings in Other States

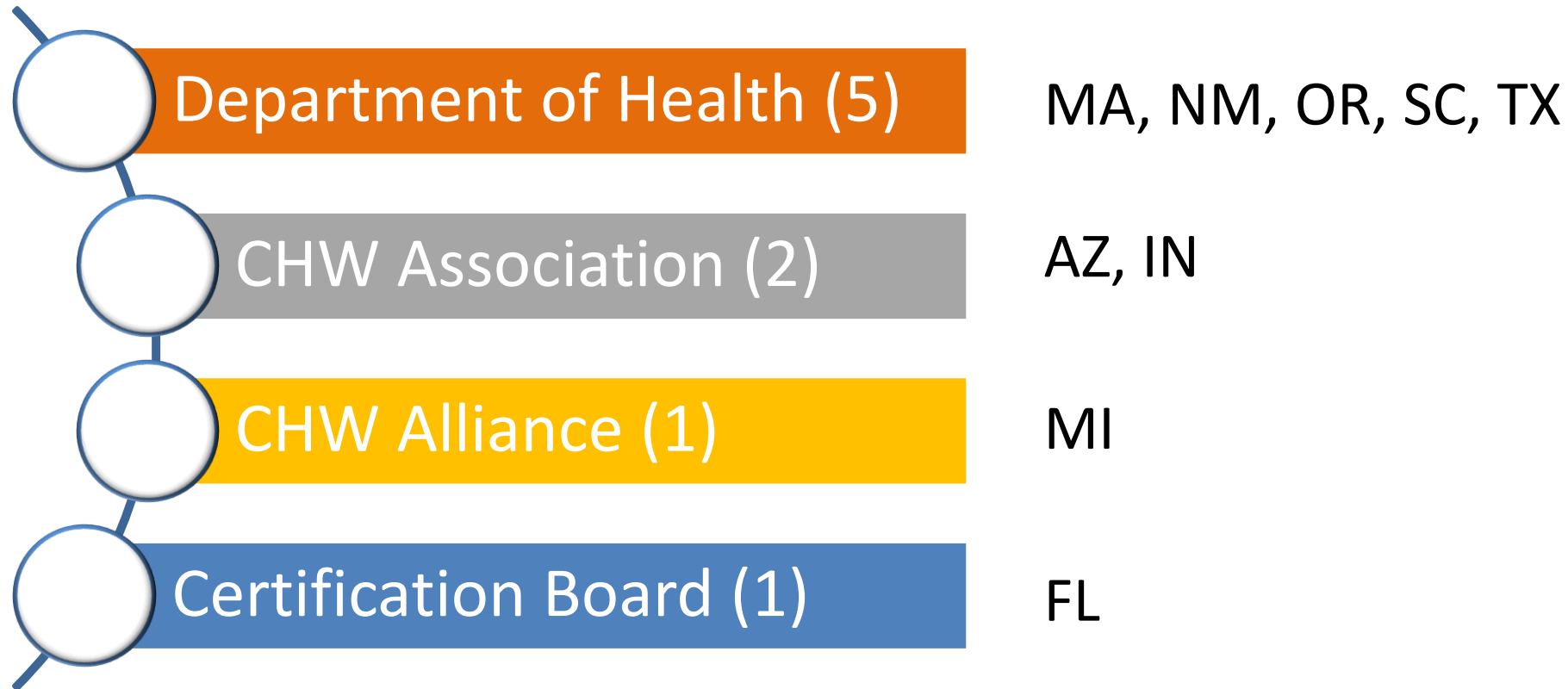
The Process:

- ✓ 17 states contacted
- ✓ Data was collected from 12 of those states
- ✓ 9 of those 12 have an established certification process (blue):

- Arizona
- Florida
- Indiana
- Massachusetts
- Michigan
- Minnesota*
- New Mexico
- Oregon
- South Carolina
- Texas
- Virginia
- Washington*

Of Those 9 States with Certification...

Certifying Entity



What Role Do They Play in the Process?

Department of Health

- Certifying entity (5)
- Direct fiscal support with funded positions (8)
- Indirect support to all through project-based initiatives

CHW Association/Alliance/Coalition

Varied greatly from state to state

- Certifying entity (3) – AZ, IN, MI*
 - Also approve training vendors
- Training entity (1) – MI
- Other roles (6) – FL, MA, MN, NM, SC, TX

Public Act 17-74 Timeline for Completion

Section 1(b) states the Committee and DPH will make recommendations for:

Certification Requirements: renewal, training, experience and CE

Methods for administering a certification program: standardized assessment of experience, knowledge and skills, electronic registry

Recognizing training program curricula to satisfy the requirements for certification

CHW Committee Timeline to Address P.A. 17-74

February 20th

- Recommend Certifying Entity
- Establish process for working with certifying entity
- Determine membership for CHW Advisory Committee for fulfilling Public Act

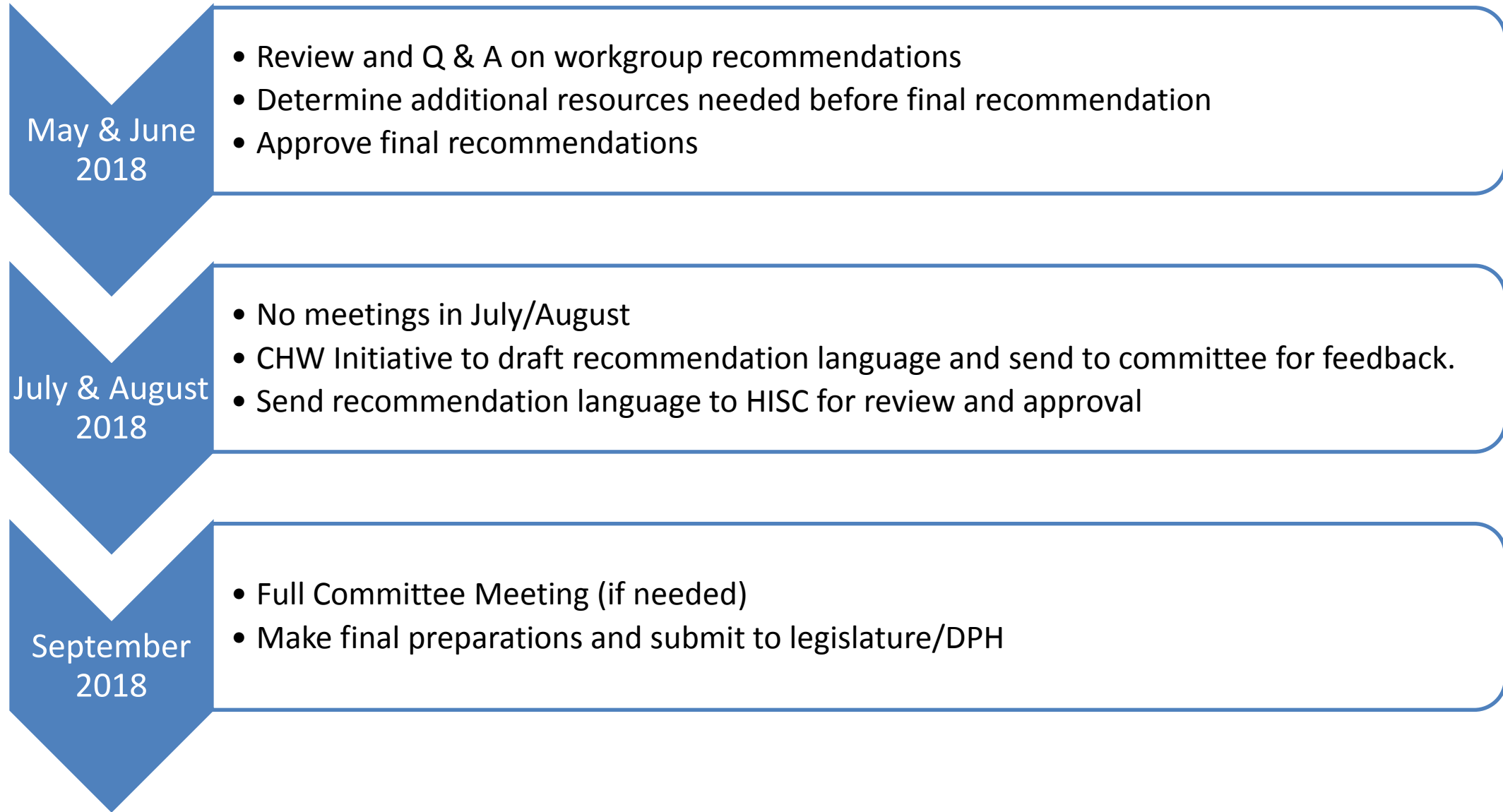
March 2018

- Establish three design groups outside committee:
 - Certification details – training, experience or continuing education
 - Methods for administering certification – application and assessment process
 - Recognize training program curricula & other components

April 2018

- 3 Design Group Meetings
 - Each design group to meet in-person or via conference call to develop recommendations
- Send design group recommendations to committee for review prior to May 2018 meeting

CHW Committee Timeline to Address P.A. 17-74



Discussion

CHW Certifying Entity Discussion



Third Party

- What are the pros and cons of each option?
- How important is the anticipated timeline for each option?
- What type of infrastructure exists for each option?
- What are the potential risks of each option?
- What role will the Committee play in fully developing the certification requirements? How well can each option support this role?

CHW Advisory Committee Membership

CHW Advisory Committee Membership

Question to consider:

As we move into the next phase of work, are there critical voices missing from the CHW Advisory Committee?

Next Steps

Adjourn