

CONNECTICUT
HEALTHCARE
INNOVATION PLAN



**Community Health
Worker Advisory
Committee**
Design Group 1

April 17, 2018

Agenda

1. Welcome and Introductions 5 mins
2. Review decisions from previous meetings 10 mins
3. Review draft **experience** and **reference** requirements, additional questions and draft reference forms 50 mins
4. Discuss **portfolio** options and requirements in other states 50 mins
5. Next Steps 5 mins

Design Group 1 Agenda

Meeting Date	Topic
April 3	Required work experience and how to verify work experience (e.g. through references)
April 17	Work experience continued Reference forms Portfolio of accomplishments and required documentation
May 1	Length of time for certification, continuing education required for renewal, any other renewal requirements
May 15	Alternative pathways to certification for
	—Experienced CHWs (grandparenting /grandfathering process)
	— Reciprocity for CHWs certified in another state
	—Individuals with related certification/training
	Code of Ethics
May 29	Review and Confirm Decisions

Decisions from Design Group 1 Meetings

Decisions made by Design Group 1 in March 20 Meeting (2 of 2)

Design Group 1 agreed to recommend **NOT** to include the following requirements:

- 1. Certification exam** – rejected by the full committee because an exam would not assess key CHW skills
- 2. Background checks** – should be conducted by employers because the type of background checks required may vary by the specific job duties (consider the background checks required to make home visits to frail elders vs. engaging justice-involved individuals in treatment)
- 3. Education** - should be conducted by employers because the type of education required may vary by the specific job duties (consider the education required to assist clients in implementing very specific treatment protocols vs. connecting migrant worker to services)

Experience and Verification Decisions

Applicants must have:

- At least 1000 paid or volunteer hours
- In the last 3 years
- Performing any of the 10 CHW Roles

Applicants must receive references from at least 3 people

- At least one reference must be a supervisor (members expressed a preference for a reference from a director or manager very experienced in supervising CHWs)
- Other references can be personal

Application form and reference forms should be short and quick to fill out, and should use language that is easy to understand

Experience and Verification Requirements

Experience and Verification – Additional Specifications for Consideration

Should we add these requirements or something similar?

Applicants must receive references from at least 3 people

- At least one reference must have at least 3(?) years experience supervising Community Health Workers (or other staff titles who perform primarily CHW Roles - see list)
- At least one reference must have known the applicant for at least 3(?) years

References (as a group) must attest that in the last 3 years the applicant:

- Has at least 1000 paid or volunteer hours performing any of the CHW roles (Example: one reference might attest to 800 hours and a second reference could attest to the remaining 200 hours)
- Performed at least 5(?) of the 10 CHW Roles

CHW Roles and Skills

CHW Roles

1. Cultural Mediation among Individuals, Communities, and Health Social Service Systems
2. Providing Culturally Appropriate Health Education and Information
3. Care Coordination, Case Management, and System Navigation
4. Providing Coaching and Social Support
5. Advocating for Individuals and Communities
6. Building Individual and Community Capacity
7. Providing Direct Service
8. Implementing Individual and Community Assessments
9. Conducting Outreach
10. Participating in Evaluation and Research

CHW Skills

1. Communication Skills
2. Interpersonal and Relationship-building Skills
3. Service Coordination and Navigation Skills
4. Capacity Building Skills
5. Advocacy Skills
6. Education and Facilitation Skills
7. Individual and Community Assessment Skills
8. Outreach Skills
9. Professional Skills and Conduct
10. Evaluation and Research Skills
11. Knowledge Base

Experience and Verification – Reference Forms

Review examples from other states:

Rhode Island – see page 8

Florida – see pages 33-40

- What do we like?
- What do we want to avoid?

Portfolio

Portfolio submission – Questions for Discussion

Members liked the idea of submitting a portfolio, but what is the goal?

1. To document the applicant's competency in the CHW roles and/or skills?
 2. To document that the applicant has “an in-depth understanding of the experience, language, culture and socioeconomic needs of the community”?
- Is the portfolio optional, to supplement or document experience?
 - Is the portfolio mandatory?
 - What will we learn from the portfolio?
 - How will we evaluate submissions?

Portfolio submission

Review examples from other states:

Rhode Island – see pages 9-10

Oregon

- What do we like?
- What do we want to avoid?

Discussion

Next Steps