



Community Health Worker
Advisory Committee
*Design Group 2-CHW Certification
Methods and Administration*

April 17, 2018

Agenda

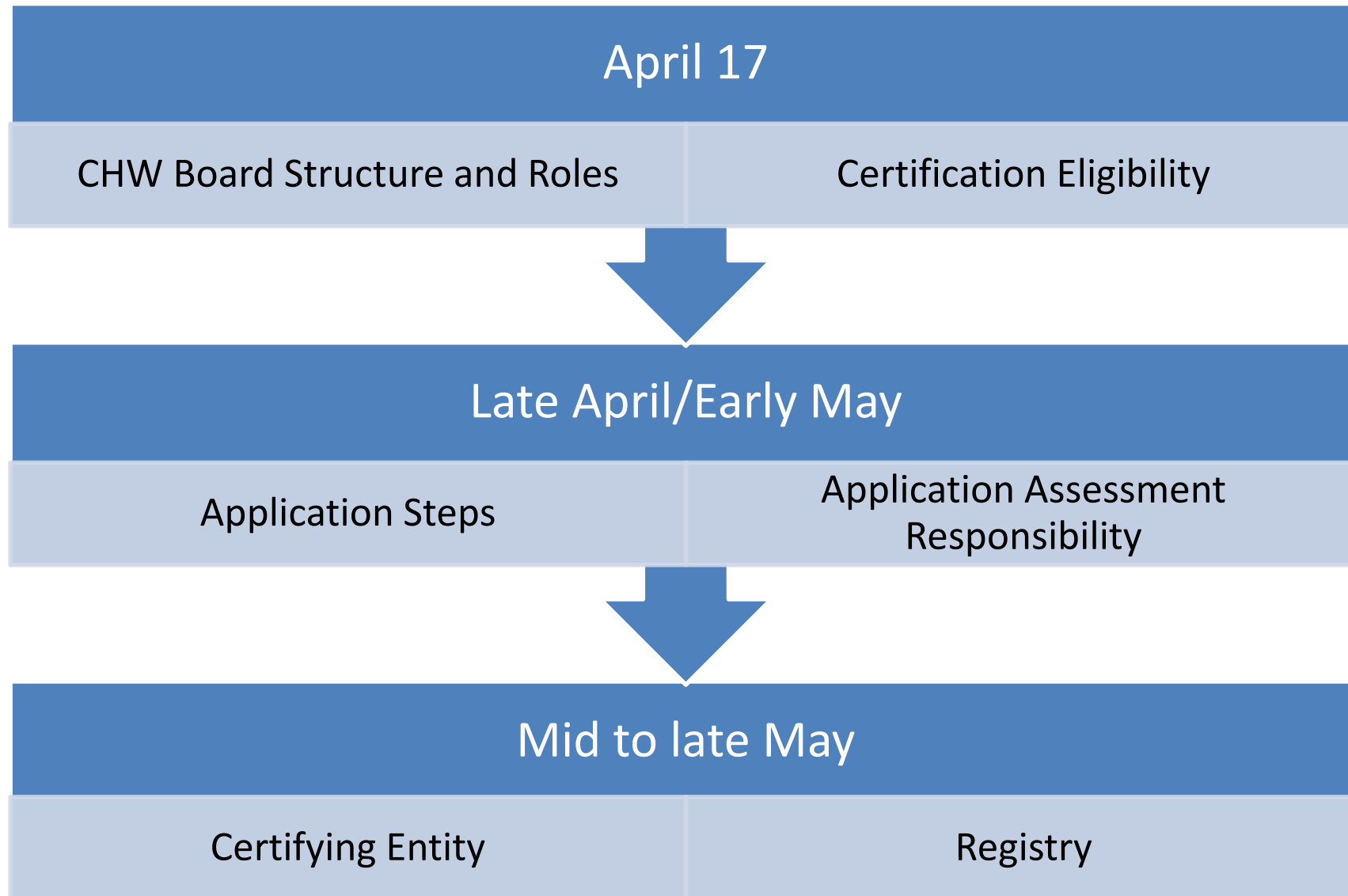
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| 1. Introductions | 5 min |
| 2. Design Group 2 Key Decision Points Review & Timeline | 5 min |
| 3. Review- Questions from April 10 Call | 5 min |
| 4. Overview: Key Decision Points in 4 Other States | 20 min |
| 5. Discussion: Certification Advisory Body & Certification Eligibility | 30 min |
| 6. Preview Discussion for Next Meeting: Application Process | 10 min |
| 7. Next Steps | 15 min |

Design Group 2 Key Decision Points and Timeline

Review: Group 2 Decision Points

1. Determine a Certifying Entity
2. Designate CHW Board Structure and Roles
3. Establish Certification Eligibility
4. Establish Application Steps
5. Determine who is responsible for assessing applications
6. Determine Registry Process

Timeline: Group 2 Decision Points



Review: Questions from April 10 Call

Questions Raised on 4/10/18 Call for Design Group 2

1. What is the role of the Certification Board?
2. What is the interaction between the Certifying body and Certification entity?
3. How often does the Certification Board meet?

Overview: Key Decision Points in 4 Other States

Massachusetts

- **Certifying Entity:** [Board of Certification of Community Health Workers](#)
(Hosted within the State DPH)
- **Role of the Certification Entity:** Develop Certification Criteria, Reviews and Assesses Individual Applications, Issues Certification
- **Certification Entity Meetings:** Every month
- **Assessment Responsibility:** Certification Board assesses applications
- **Eligibility Requirements:** 18 years old, good moral character, evidence of competency in 10 core competencies, training (must be in a Board-approved training program) & experience OR more experience, professional references
- **Application Steps:** Application submitted to the Certification Board, Board Review, Board issues or denies certification
- **Registry Design:** *

Massachusetts Certification Board Structure

| Board Member | Seat |
|-----------------------------------|---|
| 1. Jean Zotter, Chair | Director, Office of Integrated Policy, Planning and Management for the Division of Prevention and Wellness, Commissioner's Office |
| 2. Joanne Calista, Vice-Chair | Community Health Worker Training Organization Representative |
| 3. Henrique O. Schmidt, Secretary | Community Health Worker 4 |
| 4. Catherine Bourassa | Community-Based Community Health Worker Employer |
| 5. Patricia Edraos | Massachusetts League of Community Health Centers Representative |
| 6. Sheila Och | Community Health Worker 2 |
| 7. Maritza Smidy | Community Health Worker 1 |
| 8. Denise Lau | Public Member |
| 9. Vacant | Community Health Worker 3 |
| 10. Steven Bucchianeri | Massachusetts Association of Health Plans Representative |
| 11. Margaret Hogarty | Massachusetts Public Health Association Representative |

Florida

- **Certifying Entity:** [Florida Certification Board](#) (nonprofit)
- **Role of the Certifying Entity:** Reviews and Approves Individual CHW Applications, Issues Certification
- **Role of Advisory Body:** The voluntary Florida CHW Coalition advises the Board on Certification Standards, and was instrumental in establishing the Certification requirements.
- **Assessment Responsibility:** Florida Certification Board
- **Eligibility Requirements:** High School Diploma, Training (FCB Approved), Work Experience, Recommendations, Exam (HS Diploma and Exam not required for grandparenting)
- **Application Steps:** Application Materials submitted to FCB, FCB provides approval, Applicant takes exam, Certification issued by FCB
- **Registry Design:** *

Florida Certification Board Structure

| | |
|---|--|
| 1. Irvin Williams, Ph.D., Certified Addiction Professional | Director of Specialty Programs at Lakeview Center Inc |
| 2. Tom Olk, Certified Addiction Professional | Chief Executive Officer of DISC Village, Inc., |
| 3. Kay Doughty, Certified Addiction Professional, and Certified Prevention Professional | Vice President of Family and Community Services at Operation PAR, Inc., |
| 4. Lauren Pagel, Certified Master’s Level Addition Professional, Certified Mental Health and Prevention Professional | Chief Executive Officer at Starting Point Behavioral Healthcare |
| 5. Ray Berry, Certified Criminal Justice Addiction Professional | Founder and Chief Executive Officer of Health Business Solutions |
| 6. Timothy Nugent, Med, Certified Addiction Professional, Certified Prevention Professional | Substance Abuse Consulting Specialist with the Children’s Network of Southwest Florida |
| 7. Glen Casel, Child Welfare Case Manager | President and Chief Executive Officer of Community Based Care of Central Florida |
| 8. Stewart Martin, Insurance Solutions | Executive Vice President at Seitlin, A Marsh & McLennan Agency |

Rhode Island

- **Certifying Entity:** [Rhode Island Certification Board](#) (Nonprofit)
- **Role of the Certifying Entity:** Reviews Applications, Verifies against Requirements, Issues Certification
- **Role of the Advisory Body:** The Committee of Subject Matter Experts led the development of the Standards
- **Assessment Responsibility:** Rhode Island Certification Board
- **Eligibility Requirements:** Application, Experience, Training, Supervised work in 9 identified domains, Portfolio, Live/Work in RI 51% of the time
- **Application Steps:** Application and documentation submitted to RICB, RICB reviews and issues certification
- **Registry Design:** RICB maintains this function on its website

Rhode Island Certification Board Structure & Advisory Body Structure

| | |
|----------------------|---|
| 1. Richard Froncillo | CAADC, CCS, Patient Advocate, Chair |
| 2. Lee Dalphonse | CAADC, CCS, Organizational Consultant -Vice Chair |
| 3. Sandra Del Sesto | CPSS, Treasurer |
| 4. Brenda Amodei | CPSS - Secretary |
| 5. Christine Barrett | CADC, CCJP |
| 6. Lora Spalt | CAADC, CCS, Substance Abuse Counselor |
| 7. Marie Moore | CADC, CCS |
| 8. Christine Bandoni | SAC |
| 9. George O'Toole | CPRS |

SUBJECT MATTER EXPERTS (All CHWs from diverse practices)

| | |
|--------------------|-------------------------|
| Cindy Ariza | Clement Shabani Wabenga |
| Lori Bettencourt | Lynne-Marie Shea |
| Deb Garneau, RIDOH | Damaris Rosales |
| Lisa Conlan | Michael Nina |
| Deborah Ann Powers | Dannie Ritchie, MD |

- **Certifying Entity:** [Texas Department of State Health Services](#) (TDSHS)
- **Role of the Certifying Entity:** TDSHS issues Certifications
- **Role of the Advisory Body:** The [Certification Promotor\(a\) CHW Training and Certification Advisory Committee](#) (Defined in statute) reviews applications from sponsoring organizations or training programs, verifies requirements are met, and recommends certification to the TDSHS.
- **Assessment Responsibility:** The Certification Promotor(a) CHW Training and Certification Advisory Committee assesses applications.
- **Advisory Body Meetings:** Every two months
- **Eligibility Requirements:** TX Resident, 18 years old, completion of required training (TDSHS approved) OR experience
- **Application Steps:** Application and Training Certificate OR evidence of experience submitted to TDSHS, Advisory Body reviews and recommends certification, TDSHS issues certification
- **Registry Design:** TDSHS searchable registry

Texas- Promotor(a) CHW Certification Advisory Committee

| | |
|---|---|
| S. Kim Bush, MPA | Public Member, CHW Program Manager |
| Jeri Hallberg Harmon Griffin, M. Ed. | Public Member Instruction Specialist |
| Claudia Bustos | Presiding Officer, CHW Member: Outreach Coordinator |
| Tasha Whitaker | CHW Member, Community Health Worker II |
| Bobby D. Hansford | Assistant Presiding Officer, CHW Member |
| Mérida Escobar, CHW Member | CEO/Founder South Texas Promotora Association, Inc. |
| Julie St. John, MA, MPH, DrPh | Professional Working with CHWs Assistant Professor, Department of Public Health, Univ. of Texas |
| Oscar J. Muñoz | Professional Working with CHWs Director |
| Beatriz Guerrero | Higher Education Member, CHW Program |

For Discussion- CHW Certifying Entity vs. Advisory Body

- What are the benefits/challenges of establishing an Advisory Body that exists separately from the Certifying Entity?
- If Connecticut were to establish an Advisory Body, what would be the preferred model and roles? (Application review vs. general Advisory Capacity)
- Based on responses to the above, who would need to be included in the Advisory Body?

Decision Points: Should there be an Advisory Body in addition to the Certifying Entity? What should its role be? Who should be on it?

Connecticut Proposed Certification Board Structure (Advisory Body)

The SIM CHW Advisory Committee recommends that to advise on the above, there should be an Advisory Committee established.

The Committee should consist of 14 members, state residents, three year terms.

- (a) A representative from the Department of Public Health
- (b) A representative from the Department of Social Services
- (c) A representative from the Department of Mental Health and Addiction Services
- (d) **6** Community Health Workers
- (e) 1 representative of the CHW Association of Connecticut
- (f) 1 representative of a CHW training organization
- (g) 1 representative of a Commercial Payer
- (h) 1 CHW employer (Hospital or Community Health Center)
- (i) **1 Health Care Provider with direct CHW experience**

For Discussion- Eligibility for Certification

Considerations for applicant requirements:

- Age- i.e. minimum of 18
- Minimum education level (i.e. High School, GED)
- Residency
- Personality Traits (i.e. Good Moral Character)
- Other

*Groups 1 & 3 will determine Training, Work Experience Requirements

Decision Points: What should be the minimum criteria for CHW Certification eligibility?

For our Next Meeting:
Application Process

For Discussion- Application Process

- **Application Format-** Online, electronic vs. Paper (TX requires online)
- **Application Components-** Evidence of Work Experience, Evidence of Supervised Work Experience, Training, Education (if applicable), Photo, Fee (if applicable), Recommendations
- **Application Process-** Who receives, who reviews, who issues final recommendation, who issues certification
- If the application is denied, is there an appeal process?

*Groups 1 & 3 will determine Training, Work Experience Requirements

Decision Points: What is included in a complete application? How does the application move through the approval process?

Florida Certification Application Process

The Florida Certification Board does not assign applications until three criteria are met:

- The applicant has established an online certification system account.
- The APPLICATION FOR CERTIFICATION is received including:
 - Documentation of formal education/degree
 - Training verification forms and supporting documentation
 - 3 letters of recommendation for certification
 - On-the-job supervision verification form(s) and supporting documentation
 - Work experience verification form(s) and supporting documentation
- The application fee has been paid and processed

Rhode Island Certification Application Process

- Official transcripts or High School Diploma/GED proof is needed
- Copy of Certificates of attendance for trainings
- Portfolio
- Documentation to support volunteer or paid experience (i.e. letters from former employers verifying employment, current job description, signed and dated by applicant and supervisor).
- Signed, dated and notarized acknowledgements
- Supervision form completed and signed by supervisor.
- Fee of \$125. This is refundable if application is denied
- Mail-in application
- Timeline: 5-10 days

Texas Certification Application Process

- Education/ State of Texas Professional License/Certificate
- Current Employment or Volunteer Work –

ALL APPLICANTS MUST COMPLETE ONE OF THE FOLLOWING:

- (1) Application based on completion of DSHS Certified Training OR
- (2) Application based on Experience
- Application Signature
- Mail-in application
- No fee to apply
- A recent color passport photo
- Timeline: (90) days; most processed (3) to four (4) weeks

Summary

Certification Board Composition:

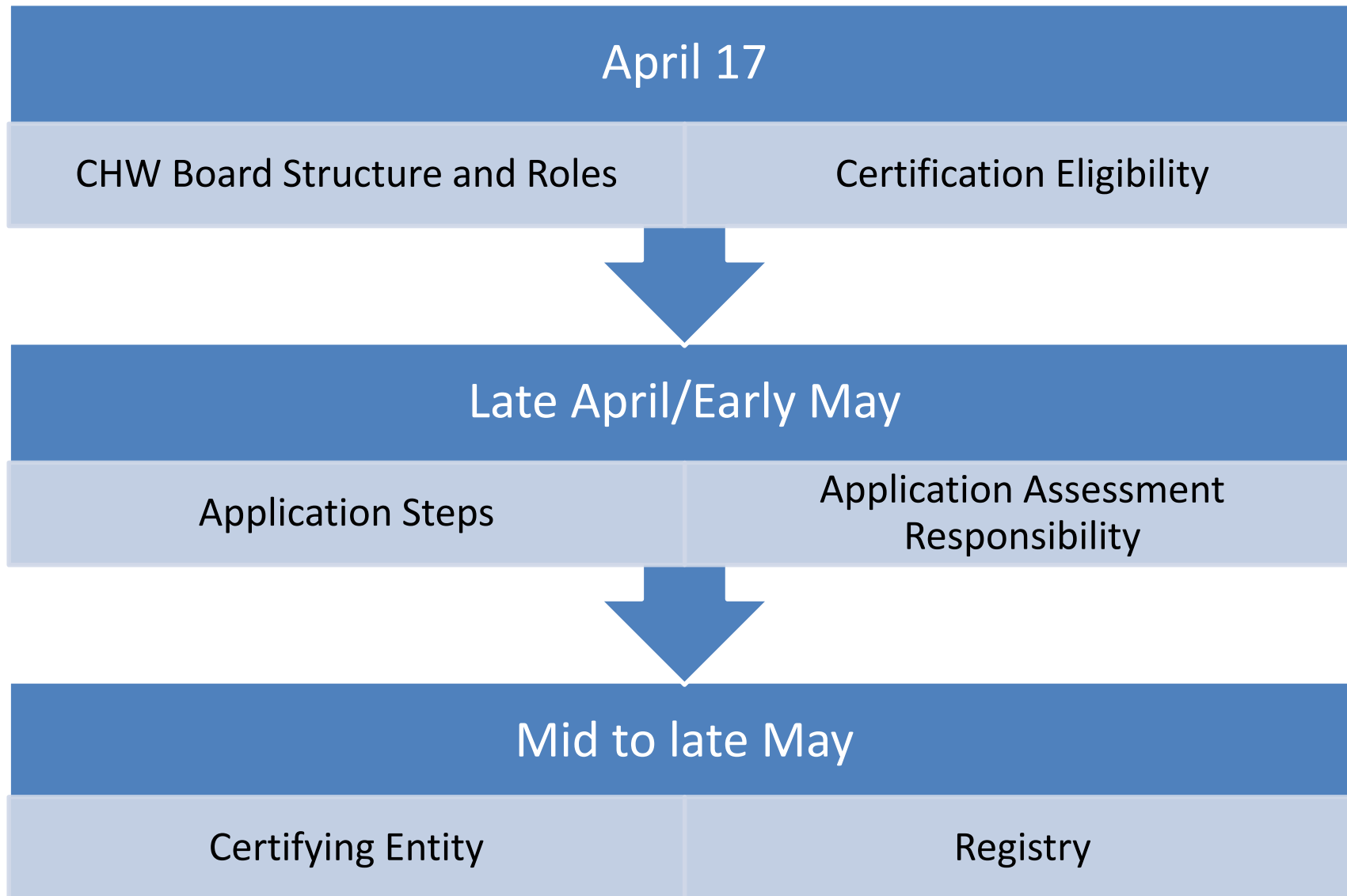
- Certification Board member composition ranges from 8 and 12 members
 - At least 3 or more CHWs are members (FL is exception)
 - At least 3 or more members are working directly with CHWs (supervisors)
 - At least 2 or more are CHW employers
 - Certification Advisory Committee in place of Certification Board in Texas

Applications for Certification

- Application processes differ on requirements
- All application processes require at least 1 to 3 recommendation letters
- All applications require work experience
- 1 state, Florida, requires an on-line, electronic application

Next Steps

Next Steps: Group 2 Decision Points



Next Steps

What outstanding questions remain to be answered regarding the CHW Advisory Body, CHW Certification Eligibility, or the CHW Applications Process?

What documents would be helpful to receive in advance of our next meeting?

Is there anyone else we need in the Room for our next or future meetings?