



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

June 12, 2018

Agenda

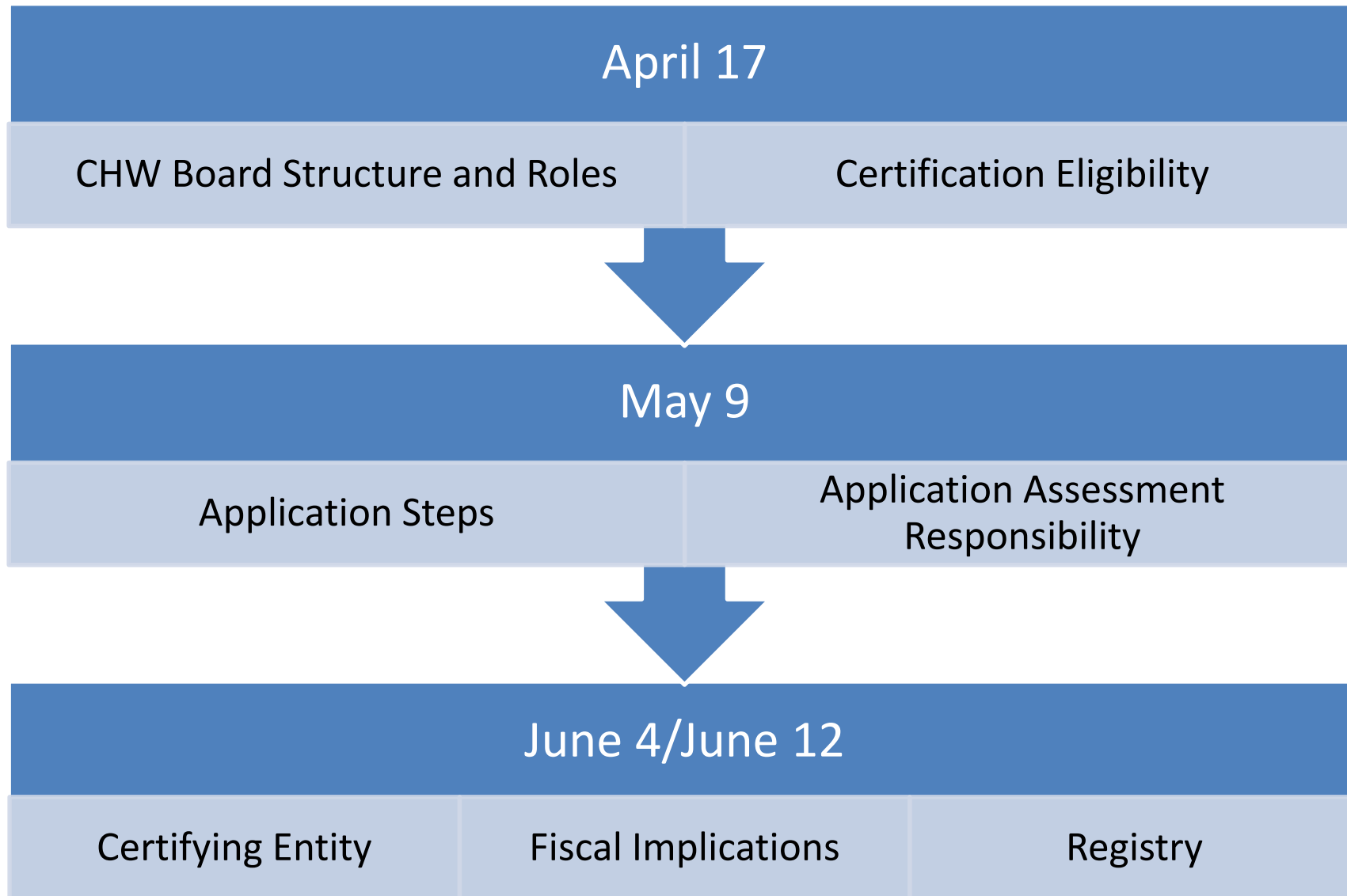
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|---|--------|
| 1. Introductions | 5 min |
| 2. Decision Points Review, Timeline, & Decisions Made to Date | 5 min |
| 3. June 4 th Follow-Up Items | 45 min |
| a. Certifying Entity | |
| b. Registry | |
| c. Advisory Body Roles & Composition | |
| 4. Review & Next Steps | 5 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
7. Assess Fiscal Implications

Timeline: Group 2 Decision Points



Review: Decisions to date

Summary of Decision Points Made 6/4

- **Minimum Age for Eligibility**
- **Three key objectives of Advisory Body**
- **Advisory Body size**
- **Certifying Entity will not be the CHW Association**

Design Group 2 Recommendations- Advisory Body

Advisory Body

- The **Certifying Entity** should be responsible for the administrative tasks related to certification including reviewing applications, verifying that requirements have been met, and issuing certificates.
- A **separate Advisory Body** should be established to inform the full development of Certification Standards. The Advisory Body would have a more prominent role in the initial development of the Certification Program, and would meet semi-regularly thereafter to assess the need to adjust the Certification Standards and to weigh in on critical questions as identified by the Certifying Entity.

Design Group 2 Recommendations- Advisory Body

- **The three key objectives of Advisory Body meetings**
 1. Review certification criteria, processes and policies developed by the Certifying Entity
 2. Respond to questions from the Certifying Entity on individual certification requests, as needed via a standard process for assessing and responding to such questions
 3. Issue annual recommendations for needed adjustments to the certification criteria based on national trends
- The Advisory Body should include: 1 representative each from **DPH, DSS, and DMHAS; 6 CHWS; 1 CHW Association of CT** representative; **1 community-based CHW training organization** representative; **1 Community College** representative; **1 Commercial Payer; 1 CHW employer; 1 Health Care Provider** with direct CHW experience; **1 health educator**

Design Group 2 Recommendations- Advisory Body

- The Advisory Body representatives should be selected through a **neutral appointment process**, such as the process used to select SIM advisory committee members
- The **CHW Association of CT** should serve as the administrative lead for the Advisory Body, including such activities as scheduling meetings and coordinating recommendations

Design Group 2 Recommendations- Certification Eligibility

Certification Eligibility

- There is a **minimum age of 16 years old** required for CHW Certification
- There should be **no minimum education level** required for CHW Certification.
- There should be **no residency requirements**.
- There should be **no personality trait requirements**.
- There should be no other eligibility requirements for CHW Certification, such as those related to criminal background checks. Any such requirements should be at the discretion of the employer.

Design Group 2 Recommendations- Application Process

- Applicant submits all required application materials to the Certifying Entity, including any required recommendations or verification of training. The only exception would be if the Certifying Entity has a policy requiring prime verification (verification directly from the source, such as directly from an employer).
- No materials should be required to be notarized, and copies of materials should be accepted (for example, copies of training certificates).
- The Certifying Entity should review the application and verify that all requirements have been met.

Design Group 2 Recommendations- Application & Renewal Process

- The Certifying Entity should issue notice of certification or denial to the applicant.
- For renewal, applicants should be required to attest to the completion of required CEUs. Applicants should be able to produce evidence of completion of these CEUs if requested.
- It is preferred that applicants have the option to submit application materials via email, online, or regular mail. However, the Design Group defers to the Certifying Entity on this point.

June 4th Follow-Up Items

Outstanding Questions/Comments from June 4th Design Call

1. Who should serve as the Certifying Entity?
 - a. What are the key reasons for this recommendation?
 - b. What are the fiscal implications of this recommendation?
2. Registry Requirements
 - a. Which body should maintain the registry?
 - b. What are the minimum requirements for registry features?
3. What are the specific roles of the Advisory Body?
 - a. Is an additional objective needed?
 - b. How would needed changes to the Certification Standards/process be handled by the Advisory Body?
4. Advisory Body composition
 - a. Should the Advisory Body include state agencies commercial payers?
 - b. How often should the Advisory Body meet?

Certifying Entity

Certifying Entities & Fees in Other States

State Agency

- **Massachusetts:** Board of Certification of Community Health Workers (Hosted within the State DPH, Bureau of Community Health Prevention), **\$35 fee**
- **Texas:** Texas Department of State Health Services, **No Fee**

Nonprofit

- **Florida:** Florida Certification Board, **\$50, \$100 for 2-year renewal**
- **Rhode Island:** Rhode Island Certification Board, **\$125**

State Insights: Why did you choose your Certifying Entity?

Rhode Island- Rhode Island Certification Board (RICB)

- A familiar entity that certifies other professions
- Allowed for a solid and open process to develop the Standards
- RICB has support from a parent company- the process was well liked

Florida- Florida Certification Board (FCB)

- Original plan was to establish a legislatively mandated task force- this bill died 3 years in a row, so the Florida CHW Coalition moved ahead with FCB to get the work done faster
- Only non-governmental agency providing credentials/certification in a broad range of occupations in Florida
- FCB has a 30-year history, strong track record, connection with CHW community in creating other credentials like Alcohol/Addiction and Family Support Case Management

State Insights: Why did you choose your Certifying Entity?

Massachusetts- Board of Certification of CHWs within State DPH

- There was a lot of support from the DPH Commissioner's Office to host the Certification Board
- The MA Association of CHWs did not have as much capacity as DPH
- Hosting within DPH created more visibility and credibility with key stakeholders

Texas: Texas Department of State Health Services

- The Texas Department of Health (the previous name for the agency) was named in the original legislation establishing certification

State Insights- Fiscal Considerations

Rhode Island- Rhode Island Certification Board (RICB)

- RI Department of Health paid the application fee for the first 100 applicants. They also provided a scholarship for those in need.
- Department of Labor and Training subsidized the application fee through a grant as an investment in workforce development

Florida- Florida Certification Board (FCB)

- No state funding
- Certification and recertification fees and Training provider fees (\$200/year) support the Program
- In the first year, 660 CHWs were certified- mainly through the grandfathering process. It is becoming difficult for CHWs to afford recertification (\$100 every two years)- some Managed Care Organizations subsidize the fees, but the Department of Health does not.

State Insights- Fiscal Considerations

Massachusetts- Board of Certification of CHWs within State DPH

- Office of CHWs includes 2 full-time staff funded through CDC chronic disease funding
- The Office of CHW staff, the Certification Board Chair, and the staff from the Bureau of Health Professions Licensure spend the equivalent of one of at least one full-time position on certification implementation

Texas: Texas Department of State Health Services

- 1-2 Full time staff are assigned to oversee the program
- Approximately 600 CHWs were certified during the first year
- All costs are subsidized by the State

Key Takeaways from other states

The certifying entity should have credibility, capacity, and infrastructure

Strong support from State leaders helps establish the State as the certifying entity

Funds will likely be needed to help subsidize the cost of certification, regardless of the certifying entity

Funding to support certification may come from multiple sources

CHW Certifying Entity- Connecticut Options for Discussion

| | Department of Public Health | Third Party |
|-------------------|--|---|
| Selection Process | Legislation would establish DPH as the certifying entity | The State would procure a third party to administer the certification process |
| Annual Costs | Half Time staff member within DPH | Example Quote: \$7,500 + \$2,500 setup in the first year |
| Applicant Fees | ~\$100 | ~\$100-\$200 |
| Example | Physicians | Certified Addiction Counselor |

Certifying Entity- Previous Discussion Review

| | Department of Public Health | Third Party |
|------|---|---|
| Pros | <ul style="list-style-type: none">• Same certifying entity as most health care providers (~65)• Infrastructure already established | <ul style="list-style-type: none">• May have existing infrastructure- faster implementation• May be more cost effective |
| Cons | <ul style="list-style-type: none">• Fees• Difficult to change requirements once set• Requires legislation- may take longer to implement | <ul style="list-style-type: none">• Usually computer-based assessment• Fees• Not the same certifying entity as most other providers• Would require some regular funding from State or other source |

Discussion- Certifying Entity & Fiscal Implications

Key Considerations:

- Overall Cost
 - Funding Sources
 - Options for Subsidization
- Timeline for Approval
- Timeline for Implementation
- Infrastructure for Implementation
- Equity with other Health Care Providers
- Flexibility to change Certification Requirements

Question: Which of the above are the most critical criteria for selecting a Certifying Entity?

CHW Certifying Entity- Connecticut Options for Discussion

| | Department of Public Health | Third Party |
|------------------------------------|-------------------------------------|--------------------------------------|
| Overall Cost | ~\$25,000 annually for staff salary | ~10,000 first year, \$7,500 annually |
| Timeline for Approval | Earliest: June 2019 | 2018 |
| Timeline for Implementation | Earliest: January 1, 2020 | Could be late 2018 or early 2019 |
| Infrastructure for Implementation | Existing | Existing |
| Equity w/ Other HC Providers | 65+ Providers | ~10 Providers |
| Flexibility to change Requirements | Low | Medium |

Discussion- Certifying Entity & Fiscal Implications

Key Considerations:

- Overall Cost
 - Funding Sources
 - Options for Subsidization
- Timeline for Approval
- Timeline for Implementation
- Infrastructure for Implementation
- Equity with other Health Care Providers
- Flexibility to change Certification Requirements

Decision Point: Who should serve as the Certifying Entity? What are the key reasons for this recommendation? What are the fiscal implications of this recommendation?

Registry

Registries

- **Massachusetts:** The State will host a registry that is searchable by name. Employers can use to verify that a CHW is certified. The registry will not be able to generate a list of certified CHWs in a given area.
- **Florida:** The Florida CHW Coalition conducts a census every two years to develop a list of certified and non-certified CHWs. It is not a searchable list.
- **Rhode Island:** The Rhode Island Certification Board maintains a Registry that is searchable by Name or Credential Number.
- **Texas:** The Texas Department of State Health Services maintains a registry searchable by name, license number, city, or county

For Discussion- Registry Components

- Maintenance of the Registry- Certifying Entity or Advisory Body
- Registry Features
 - Not Searchable- Static List
 - Searchable by Name
 - Searchable by License/Credential Number
 - Searchable by Region Decision Points

Decision Point: Which body should maintain the registry? What are the minimum requirements for registry features?

Advisory Body

Advisory Body Roles

Design Group 2 issued the following recommendation:

A **separate Advisory Body** should be established to inform the full development of Certification Standards. The Advisory Body would have a more prominent role in the initial development of the Certification Program, and would meet semi-regularly thereafter to assess the need to adjust the Certification Standards and to weigh in on critical questions as identified by the Certifying Entity.

Advisory Body Roles- Lessons from other States

The **voluntary Florida CHW Coalition**:

- Advises the Certifying Entity on Certification Standards
- Was instrumental in establishing the Certification requirements by helping develop the exam, grandfathering process, and other educational/training requirements
- Conducts a census of CHWs every two years
- Engages in other activities to promote CHWs- includes 750+ members

The **Massachusetts Committee of Subject Matter Experts**:

- Led the development of the Standards

The Texas Certification Promotor(a) CHW Training and Certification Advisory Committee:

- Reviews applications from sponsoring organizations or training programs, verifies requirements are met, and recommends certification to the Certifying Entity
- Meets every two months

Advisory Body Roles

Remaining Questions for consideration:

- How often should the Advisory Body meet?
 - Possible meeting frequency: Monthly for the initial 6 months of program design and launch; quarterly for the first year following launch, twice a year thereafter
 - Dependent on Certifying Entity and other factors (i.e. application process and cycle)
- Based on capacity, are there other aspects of Certification in which the Advisory Body could play a role?
 - Possible areas include: Oversee a survey of Certified CHW employment status; Work with training organizations to improve continuing education opportunities for CHWs

Decision Point: *How should the Advisory Body address emergent changes to the Certification Standards/process that are raised by the Certifying Entity in response to individual applicant qualifications?*

Decision Point: *Is there another purpose for the advisory board? Do we need add another objective, particularly around payment? Do we need a commercial payer?*

Advisory Body Composition – Representation of State Agencies

Design Group 2 issued the following key objectives of the Advisory Body:

1. Review certification criteria, processes and policies developed by the Certifying Entity
2. Respond to questions from the Certifying Entity on individual certification requests, as needed via a standard process for assessing and responding to such questions
3. Issue annual recommendations for needed adjustments to the certification criteria based on national trends

Decision Point: *Given the key objectives that we've agreed upon, should state agencies be given representation on the Advisory Body? If so, what perspectives do they bring to advance the Advisory Body's mission of achieving their primary objectives?*

Summary of Decision Points Made 6/12

- Roles of the Advisory Body
- State Representation in Advisory Body
- Registry Requirements
- Certifying Entity & Fiscal Implications

Next Steps

Next Steps: Certification Recommendations

