

---

CONNECTICUT  
HEALTHCARE  
INNOVATION PLAN



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

**May 9, 2018**

# Agenda

1. Introductions 5 min
2. Design Group 2 Key Decision Points Review & Timeline 10 min
3. Review- Decisions from April 17 Call & Follow-Up 5 min
4. Overview: Application Steps, Responsibility, & Registry in Other States 15 min
5. Discussion: Application Steps, Responsibility, & Registry in CT 20 min
6. Next Steps: Certifying Entity & Fiscal Impact 5 min

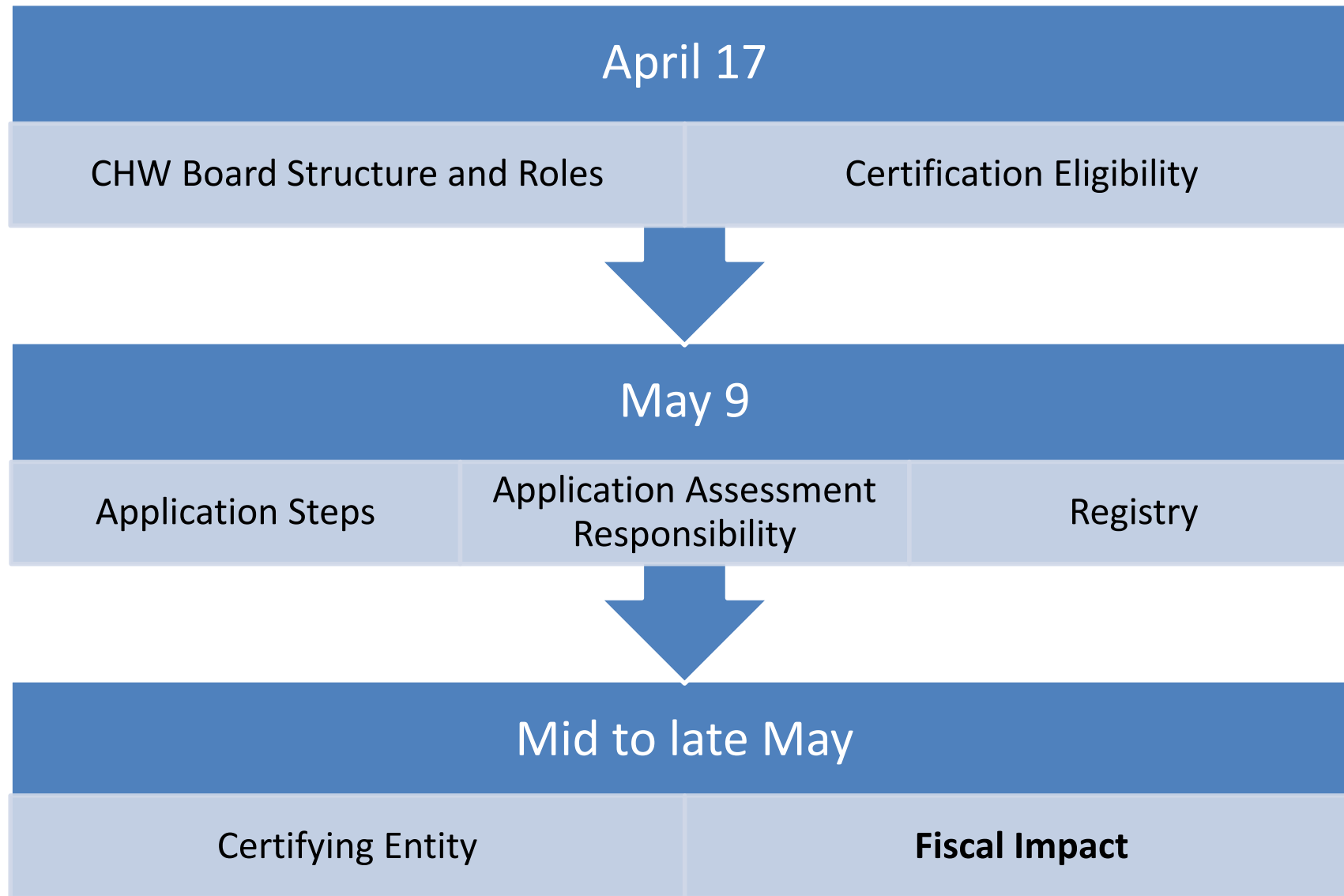
# Design Group 2 Key Decision Points and Timeline

# 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 Impact**

# Timeline: Group 2 Decision Points



---

# Review: Decisions from April 17 Call & Follow-Up

# Design Group 2 Recommendations as of April 17

---

## 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 as of April 17

- 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**
- 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



## Certification Eligibility

- 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.

# Answers to Follow-Up Questions Raised During April 17 Meeting

---

1. There are no legal reasons to include a minimum age requirement for Certification from the DPH or DOL perspective.
2. There will be a CHW Registry in MA- Employers will be able to look up individuals by name to verify Certification.
3. Florida maintains a list of certified CHWs based on a census conducted by the Florida Certification Board every two years. The list captures both Certified and uncertified CHWs.
4. RI Certification Board requires residency due to non-compete agreements with other state certification organizations.

---

# Overview: Application Steps and Responsibilities

# Massachusetts

- **Certifying Entity:** [Board of Certification of Community Health Workers](#)  
(Hosted within the State DPH, Bureau of Community Health Prevention)
- **Application Review Responsibility:** Staff within the Bureau of Health Professions Licensure (existing staff equivalent to Credentialing Dept. at DPH)
- **Application Steps:**
  - Applicant downloads fillable PDF application and completes it
  - Applicant provides three references with required forms, and collects sealed envelopes
  - Additional required elements (including some that must be notarized) are completed and compiled into one application package
  - Application package is mailed to the Bureau of Health Professions and reviewed
  - Staff make a recommendation on certification to the Board of Certification
  - Board of Certification issues paper certificate in the mail OR may request additional materials on a case-by-case basis based on the staff recommendation

# Florida

- **Certifying Entity:** [Florida Certification Board](#) (nonprofit)
- **Application Review Responsibility:** Florida Certification Board (FCB)
- **Application Steps:**
  - Applicant creates an online account unless they meet the ADA requirements for accommodation, in which case they can submit paper version via mail
  - Applicant uploads [required application materials](#), including [training verification](#) and copy of transcripts
  - Applicant downloads [work experience verification form](#) and [recommendation forms](#) and provides them to contacts- **contacts complete and submit the forms to FCB**
  - When all materials have been entered and verified, a Certification Specialist is assigned
  - Certification Specialist guides applicant through completion of the exam
  - Upon passing exam, the FCB issues a letter of congratulations and wall certificate
  - **Renewal:** Evidence of 20 CEUs- training verification/copies of transcripts

# Rhode Island

- **Certifying Entity:** [Rhode Island Certification Board](#) (Nonprofit)
- **Application Review Responsibility:** Rhode Island Certification Board (RICB)
- **Application Steps:**
  - Applicant downloads and completes [application](#) and materials and submits via mail or email to RICB as a scanned PDF. Materials submitted with application include:
    - Copies of training certificates
    - Portfolio selections (May include community experiences, research activities, achievements, etc.)
    - Letters from employers & signed supervision form
    - **Notarized** Acknowledgements Page
  - Official transcript can be submitted (not required) directly from school
  - RICB reviews and processes application
  - Letter and certificate are mailed to applicant
  - **Renewal:** Application, evidence of 20 hours CEUs, Acknowledgements Page Update

- **Certifying Entity:** [Texas Department of State Health Services](#) (TDSHS)
- **Application review Responsibility:** The [Certification Promotor\(a\) CHW Training and Certification Advisory Committee](#) (Defined in statute)
- **Application Steps:**
  - Applicant downloads and completes [application](#) from TDSHS website
  - Applicant includes copies of relevant documents, which may include training course certificate, verification of employer/volunteer history form
  - Applicant submits application via mail, email, or fax to the Texas DSHS
  - Advisory Committee reviews applications and issues decisions to Texas DSHS
  - Texas DSHS notifies applicant of approval via mail
  - **For Renewal:** [Renewal Application](#), Copies of CEUs

# Design Group 1 Application Components Recommendations

Design Group 1 is recommending the following application components (Details will be shared during 5/15/18 meeting):

- **Application** with general information about the Applicant
- **Defined Training Requirements**
- **Work Experience-** using a drafted Verification Form
- **1 Personal/1 Professional Reference-** using a drafted Reference Form
- **Portfolio/Resume-** using Rhode Island's Portfolio list, this will include copies of items like letters, personal statements, and training brochures

For renewal:

- **20 hours** of Continuing Education



# For Discussion- Application Steps

- **How should the application be submitted?**
  - Online
  - Email
  - Mail
- **Who is responsible for each of the following- Certifying Entity or Advisory Body?**
  - Application receiver
  - Application reviewer
  - Certification Issuer/ Denial Issuer

## ***Decision Points:***

- ***Through what format should the application be submitted?***
- ***Who is responsible for each step of the application process?***

# For Discussion- Application Steps

---

- **Application Components Submission Considerations**
  - Training Requirements
  - Work Experience Form
  - Reference Forms
  - Portfolio Components
  
- ***Decision Points:***
  - ***Who should submit the above components?***
  - ***Are copies acceptable?***
  - ***Does anything need to be notarized?***
  - ***How should renewal CEUs be submitted?***

# 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
  - Note Searchable- Static List
  - Searchable by Name
  - Searchable by License/Credential Number
  - Searchable by Region

## ***Decision Points:***

- ***Which body should maintain the registry?***
- ***What are the minimum requirements for registry features?***

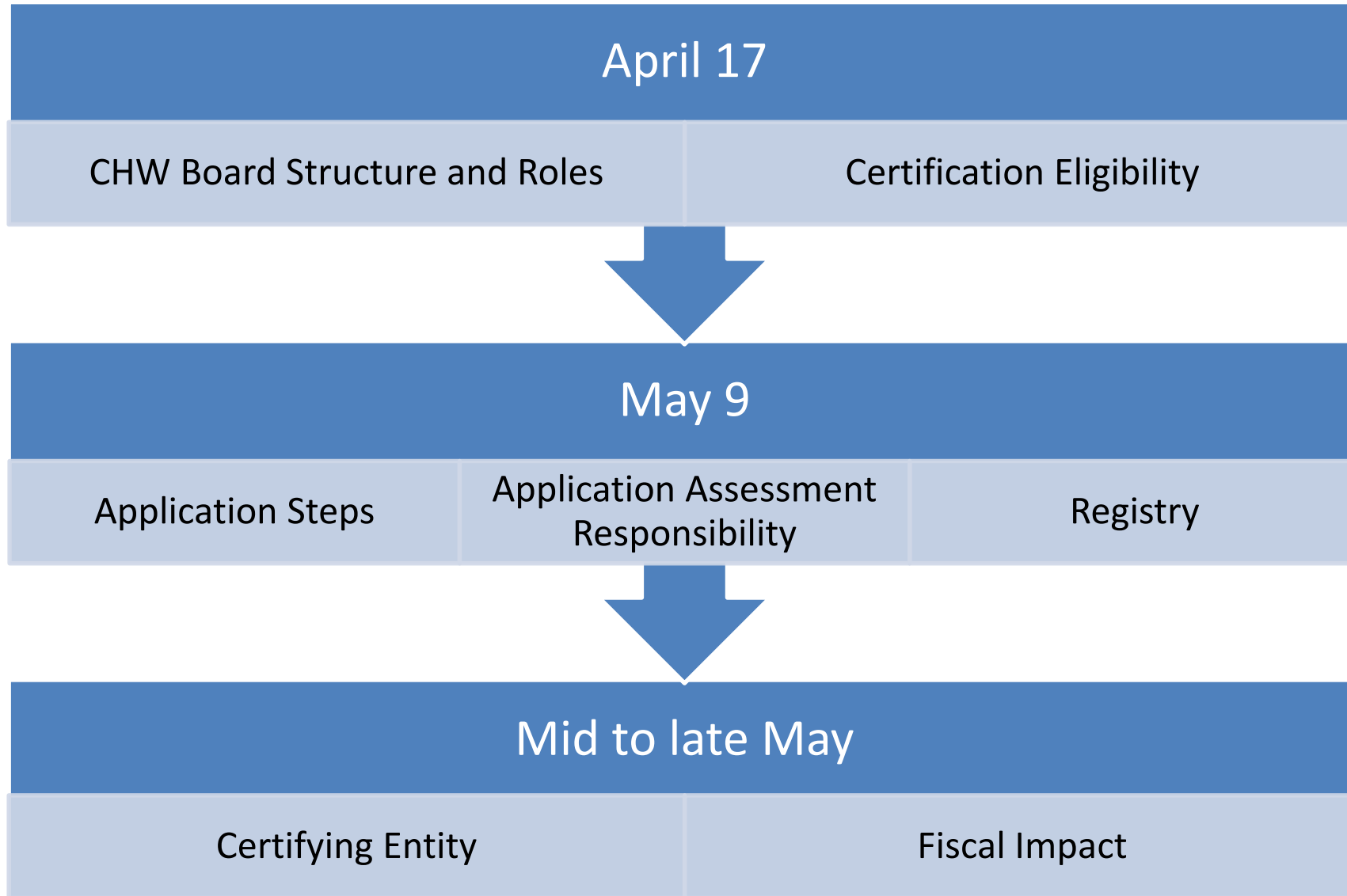
---

For our Next Meeting:  
Certifying Entity & Fiscal  
Implications

---

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, Application Process, or Registry?

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?